



# TERMS & CONDITIONS DIGITALPARKING.CITY

Thank you for visiting our website available at <https://digitalparking.city> (hereinafter: **"digitalparking.city", "Website", "Site"**).

The purpose of the Website is to provide the option of making simple and quick reservations of parking spaces in car parks operated by entities cooperating with Webiste.

The owner of the Website in United Arab of Emirates: NAVIPARKING DMCC with its registered office in Dubai, Unit No: RET-R6-053, Detached Retail R6, Plot No: JLT-PH2-RET-R6, Jumeirah Lakes Towers, e-mail address: [office@naviparking.com](mailto:office@naviparking.com). Hereinafter: **"Service Provider"**.

**"United Arab of Emirates" is our country of domicile and these terms will be governed by and interpreted in accordance with the laws of United Arab Emirates**

We invite you to read the terms and conditions and make reservations and subscriptions,

**Team of Digitalparking.city**

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## 1) ELIGIBILITY

1. You will be "Eligible" to use the Services only when you fulfil all of the following conditions: You have attained at least 18 years of age or the age of legal majority in your jurisdiction (if different than 18) to obtain an account.
2. If you reside in a jurisdiction that restricts the use of the Service because of age, or restricts the ability to enter into contracts such as this User Terms due to age, you must abide by such age limits.
3. You are competent to enter into a contract under the Applicable Laws.

## 2) GENERAL TERMS AND CONDITIONS OF USING DIGITALPARKING.CITY

1. Each Customer may use the Website on the terms specified in the Terms and Conditions.
2. The Customer is obliged to use the Website in a manner consistent with its intended use and these Terms and Conditions, in accordance with the law and best practices, with respect for personal rights, copyrights and intellectual property of the Service Provider, other Customers and third parties. The Customer is obliged to enter data consistent with the facts. The Customer is forbidden to provide illegal content.
3. Technical requirements necessary for cooperation with the ICT system used by the Service Provider: (1) computer, laptop, tablet, smartphone or other multimedia device with Internet access; (2) access to electronic mail; (3) up-to-date web browser: Mozilla Firefox, Internet Explorer, Opera, Google Chrome, Safari or Microsoft Edge; (4) recommended minimum screen resolution: 1024x768; (5) enabling cookies and Javascript support in the web browser.
4. The Service Provider informs that using the Website via the Internet is associated with risk. The basic threat to every Internet user, including people using Electronic Services, is the possibility of "infecting" the ICT system by various types of software created mainly for the purpose of causing damage, in particular computer viruses such as "worms" or "Trojan horses". To avoid the risks associated with them, it is important that the Customer provides their

equipment that they use when connecting to the Internet, with an anti-virus program and constantly update it by installing its latest versions.

6. The Administrator of personal data processed on the Website in connection with the implementation of the provisions of these Terms and Conditions is the Service Provider. Personal data is processed for the purposes, for the period and based on the grounds and principles set out in the **privacy policy** published on the Website. The privacy policy contains, above all, the rules for the processing of personal data by the Administrator on the Website, including the grounds, purposes and period of personal data processing and the rights of data subjects, as well as information on the use of cookies and analytical tools on the Website. Use of the Website is voluntary. Similarly, the provision of personal data by the user of the Website is voluntary, subject to the exceptions indicated in the privacy policy (use of Electronic Services, conclusion of a contract for the provision of the Service and statutory obligations of the Service Provider).

### 3) ELECTRONIC SERVICES ON THE WEBSITE

1. The Customer who is over 18 years old may use the following Electronic Services on the Website: **Contact Form** and **Reservation Form**. A detailed description of Electronic Services and the rules of their operation is available in the Terms and Conditions and on the Website.

2. The use of Electronic Services by the Customers is free of charge, with the reservation that the submission of the Reservation by the Customer may lead to the conclusion of an Agreement with the Service Provider, which entails the obligation to pay. In each case, the Customer is informed before concluding the Agreement with the Service Provider about the required payments and the amount of all receivables under the Agreement.

3. **The use of the Contact Form** is possible after going to the "**Contact**" tab visible on the Website and requires two subsequent steps by the Customer - (1) filling in the Contact Form with the data indicated as mandatory and (2) clicking the "**Send message**" field on the Website after completing the Contact Form. In the Contact Form, it is necessary for the Customer to provide at least the subject and content of the message addressed to the Service Provider and the following data of the Customer: name and surname and e-mail address to which the Service Provider's reply should be sent.

4. The Electronic Contact Form service is provided free of charge and is of a one-off nature and ends when the message is sent through it or when the Customer stops sending messages through it.

5. **The use of the Reservation Form** begins with the moment of going to the "**Reservations**" or "**Subscription**" tab - depending on the scope of the Reservation the Customer is interested in. The Reservation is made after the Customer has completed two consecutive steps - (1) completing the Reservation Form and (2) clicking the "Book" field on the Website after completing the Reservation Form - up to that moment it is possible to modify the entered data (for this purpose, follow the displayed messages and information available on the Website). In the Reservation Form, it is necessary for the Customer to provide the following data regarding the Customer: name and surname, vehicle registration number, e-mail address and contact telephone number, as well as information regarding the subject of the Reservation: location of the parking space and the duration of the rental.

6. The Electronic Service Reservation Form is provided free of charge and is of a one-off nature and ends when the Reservation is made through it or when the Customer ceases to submit the Reservation through it.

## 4) CONDITIONS FOR CONCLUDING A RESERVATION AGREEMENT

1. The conclusion of the Reservation Agreement in the subject of Parking Services available on the Website is possible after the Customer has made a Reservation in accordance with point 3.5 of the Terms and Conditions.

2. The amounts displayed on the Website Include taxes and are given in **United Arab Emirates dirham**. The Customer is informed about the total price of the Parking Service being the subject of the Reservation together with the applicable taxes, as well as about other costs, and if the amount of these fees cannot be determined - about the obligation to pay them, the Customer is informed when submitting the Reservation, including when expressing the will to conclude the Agreement Reservation with the Service Provider.

3. The Customer is prohibited from submitting Reservations that may mislead the Service Provider, including reservations that do not reflect the actual intention of the Customer.

4. The Customer's reservation may be shorter than 1 hour, but price of such service will remain the same as for 1h, which is the minimum. The reservation may not apply to an hour that begins sooner than 10 minutes from the time of making the Reservation.

5. After receiving the Reservation, the Service Provider immediately verifies the availability of the Parking Service at the time specified by the Customer. In the event of a positive verification, the Service Provider confirms the availability of the Parking Service with the Customer and invites them to conclude the Reservation Agreement by means of a message displayed on the Reservation Form page. The conclusion of the Reservation Agreement takes place on the condition that the Customer makes the payment by means of fast electronic payments, immediately, no later than within 5 minutes from the confirmation of the availability of the Parking Service. **Electronic payments are made via the TELR service (detailed information on current payment methods is available on <https://telr.com>).**

6. If it is not possible to confirm the availability of the Parking Service at the time specified by the Customer, the Service Provider informs the Customer about it using the message displayed on the Reservation Form page. If the Customer has already made any payment, the Service Provider undertakes to reimburse the Customer for all payments made by them for the submitted Reservation, immediately, not later than within 60 minutes from receiving the Reservation.

7. The content of the concluded Agreement is recorded, secured and made available to the Customer by the Service Provider by (1) providing these Terms and Conditions before submitting the Reservation and (2) sending the Customer a message via e-mail, which contains at least the Service Provider's declaration of accepting the Reservation for implementation and confirmation of the Reservation conditions. The content of the Agreement is additionally recorded and secured in the IT system of Website.

## **5) MAKING A RESERVATION AND RESPONSIBILITY OF THE SERVICE PROVIDER & PRICING**

1. Under the Reservation Agreement, the Service Provider undertakes to provide the Customer with the availability of the Parking Service at the car park indicated in the Reservation and at the time specified therein.
2. The Service Provider performs the Reservation Agreement upon sending the generated Ticket to the Customer, what is equal to payment confirmation. The Ticket is sent by e-mail to the e-mail address provided by the Customer in the Reservation Form. The Service Provider performs the Reservation Agreement immediately, no later than within 10 minutes from the conclusion of the Reservation Agreement.
3. The Car Park Provider is always an independent third party in relation to the Service Provider. The Car Park Provider is responsible for providing the Customer with a parking space, which will appear in their car park within the time covered by the Reservation, with a Ticket issued by the Service Provider.
4. The Customer, arriving at the car park operated by the Car Park Provider within the time covered by the Reservation, after registering the entrance to the car park using the ANPR (Automatic Number Plate Recognition) camera or the NaviPay application, concludes a contract for the use of the Parking Service directly with the Car Park Provider under the conditions specified in the Car Park Terms and Conditions. The Customer is obliged to read the Car Park Terms and Conditions and obey them throughout the entire period of using the Parking Service.
5. Payment for the Reservation, made by the Customer at the conclusion of the Reservation Agreement, is transferred by the Service Provider to the Car Park Provider and is credited towards the receivables required by the Car Park Provider from the Customer under the contract for the use of the Parking Service. If the time of using the Parking Service by the Customer coincides with the time covered by the Reservation, the Customer will not incur any additional costs for using the parking lot.

Otherwise, the Customer may be obliged to settle directly with the Car Park Provider for additional time using the Parking Service in accordance with the price list applicable in the car park.

6. The Parking Services, which are the subject of the contract between the Customer and the Car Park Provider, are provided without the participation and interference of the Service Provider. The Service Provider is not responsible for the performance of the obligations of the Customer and the Car Park Provider, provided that it does not limit or exclude the Service Provider's liability towards consumers (or other entities to which the provisions on consumers apply) provided for by mandatory provisions of law.

7. The Pricing of the Tickets may vary from carpark to carpark. The customer has to visit the website when required for latest pricing.

## 6) CONTACT WITH DIGITALPARKING.CITY

The main form of ongoing distance communication with the Service Provider is the **Contact Form** and electronic mail (e-mail address: [customer.care@naviparking.com](mailto:customer.care@naviparking.com)), through which information on the use of the Website can be exchanged with the Service Provider. The Customers may contact the Service Provider also in other ways permitted by law, using the contact details indicated at the beginning of the Terms and Conditions.

## 7) COMPLAINTS REGARDING THE WEBSITE

1. The basis and scope of the Service Provider's liability towards the Customer are defined by generally applicable law,
2. Complaints related to the operation of the Website or regarding the performance of the Reservation Agreement may be submitted by the Customer, for example, via e-mail to the following address: [customer.care@naviparking.com](mailto:customer.care@naviparking.com) or via the Contact Form.
3. The Service Provider recommends that the complaint includes: (1) information and circumstances regarding the subject of the complaint, in particular the type and date of

irregularities; (2) customer expectations; and (3) contact details of the person submitting the complaint - this will facilitate and speed up the processing of the complaint. The requirements set out in the preceding sentence are only recommendations and do not affect the effectiveness of complaints submitted without the recommended description of the complaint.

4. The Service Provider will respond to the complaint immediately, **no later than within 30 calendar days from the date of its submission**. If the Service Provider did not respond to the consumer's complaint within the time limit referred to in the preceding sentence, it is considered that the complaint was deemed justified.

5. Customer must retain a copy of transaction records and the Service Provider policies and Terms & Conditions.

## 8) RIGHT TO WITHDRAW FROM THE AGREEMENT

1. This section of the Terms and Conditions and the provisions contained herein apply to the Customers who are consumers and the contracts concluded by them with the Service Provider.

2. The right to withdraw from a distance contract is not available, among others in relation to: (1) contracts for the provision of services, e.g. under the Reservation Agreement, if the Service Provider has fully performed the service with the express consent of the consumer, who was informed before the commencement of the service that after the Service Provider has fulfilled the service, they will lose the right to withdraw from the contract; and (2) for the delivery of digital content that is not recorded on a tangible medium, if the performance began with the consumer's express consent before the deadline to withdraw from the contract and after the Service Provider informed them about the loss of the right to withdraw from the contract.

3. Subject to point 8.2 of the Terms and Conditions, a consumer who has concluded a distance contract may, within 14 calendar days, withdraw from it without giving a reason and without incurring costs, subject to the costs referred to in point 8.4 and 8.8 of the Terms and Conditions. To meet the deadline, it is enough to send a statement to the Service Provider before its expiry. Withdraw from the contract up to 1 hour before the start of the service. Refunds will be made up to 45 days, back to the payment solution used initially by the customer.



4. In the case of purchase of a service, e.g. under the Reservation Agreement, the performance of which by the Service Provider - at the express request of the consumer - began before the deadline to withdraw from the contract, the consumer who exercises the right to withdraw from the contract after making such a request is obliged to pay for the services fulfilled until withdrawal from the contract. The payment amount is calculated in proportion to the scope of the service provided, taking into account the price or remuneration agreed in the Reservation Agreement. If the price or remuneration is excessive, the basis for calculating this amount is the market value of the service provided.

5. The declaration of withdrawal from the contract may be submitted, for example, in electronic form via e-mail to the following address: [customer.care@naviparking.com](mailto:customer.care@naviparking.com).

6. In the case of contracts for the provision of services (e.g. Reservation Agreement), the period of withdrawal from the contract begins from the date of conclusion of the contract.

7. Included in this section 8 of the Terms and Conditions, the provisions regarding the consumer shall apply from 1 January 2021 and for contracts concluded from that date also to the Customer who is a natural person concluding a contract directly related to their business activity, if the content of this contract shows that it is not of the nature of professional, resulting in particular from the subject of economic activity performed by it, made available on the basis of the provisions on the Central Register and Information on Economic Activity.

8. Refunds policy:

M B M Navi Parking L.L.C does not offer refunds.

We want you to be fully satisfied with your purchase. Therefore, we encourage you to double check the details before the decision to purchase is made. All sales are final and we have no refund policy. We are happy to provide you the first 5 minutes free of charge. After this, you will be charged as per the duration of the stay in our car parks.

Refund Policy for all subscription-model based customers:

For a one-week subscription:

M B M Navi Parking L.L.C does not offer refunds.

In the case you did not use our facilities during this period, we are happy to provide a refund of 90% on the total amount initially paid.

For a one-month subscription:

M B M Navi Parking L.L.C does not offer refunds.

However, in the case you used our facilities during the first 24 hours and you would like to request for a refund for the remaining period, we are happy to provide a refund of 90% on the total amount initially paid. Please note that a fee of 35.00 AED will be deducted for administrative purposes.

In the case you used our facilities during the first 7 days maximum and you would like to request for a reimbursement for the remaining period, we are happy to provide a refund of 90% on the total amount initially paid. Please note that a fee of 150.00 AED will be deducted for administrative purposes.

In addition, please feel free to contact our Customer Care Team by email or on the phone for any further information or questions you may have. We will be more than happy to assist you.

## **9) COPYRIGHT**

1. Copyright and intellectual property rights to the Website as a whole and its individual elements, including content, graphics, works, designs and signs available on it, belong to the Service Provider or other authorized third parties
2. Trademarks of the Service Provider and third parties should be used in accordance with applicable law.

## **10) PROVISIONS CONCERNING ENTREPRENEURS**

1. Point 10. of the Terms and Conditions and the provisions contained herein are addressed and thus are binding only for the Customer who is not a consumer, and from 1 January 2021 and for contracts concluded from that day also not a natural person concluding a contract directly related to its business, if it follows that it does not have a professional nature for this person, resulting in particular from the subject of the business activity it carries out, made available on the basis of the provisions on the Central Register and Information on Economic Activity.
2. The Service Provider does not guarantee that the Website is error-free or that the Customer will be able to operate it without problems or disruptions.
3. The Service Provider has the right to withdraw from the contract concluded with the Customer within 14 calendar days from the date of its conclusion. Withdrawal from the contract in this case may take place without giving a reason and does not give rise to any claims on the part of the Customer against the Service Provider.
4. The Service Provider may terminate the Customer's Rental contract or the contract for the provision of Electronic Services with immediate effect and without indicating the reasons by sending such a Customer a relevant statement.
5. The Service Provider is entitled at any time to take steps to verify the truthfulness, reliability and accuracy of the information provided by the Customer. In terms of verification, the Service Provider is entitled, inter alia, to request the Customer to send a scan of the certificates, attestations or other documents necessary for verification. During the verification referred to in the preceding sentence, the Service Provider is entitled to withhold the Customer's Reservation for the duration of the verification.
6. The Service Provider shall not be liable to the Customer for damages and failure to fulfil obligations resulting from the event of force majeure (e.g. hacker break-ins, natural disasters, floods, fires, earthquakes, epidemics, riots and wars) or any other causes beyond the control of Service Providers.
8. Any disputes arising between the Service Provider and the Customer shall be submitted to the court having jurisdiction over the Service Provider's seat.

## 11) DELIVERY/SHIPPING POLICY

The multiple booking / orders may result in multiple postings to the cardholder's monthly statement.

## 12) FINAL PROVISIONS

1. Agreements concluded on the basis of these Terms and Conditions is concluded in English.
2. The Service Provider reserves the right to amend the Terms and Conditions for important reasons, that is: changes in the law; adding or changing the currently provided Electronic Services; changes in payment methods and dates - to the extent to which these changes affect the implementation of the provisions of these Terms and Conditions. Amendments to the Terms and Conditions will not in any way infringe the rights acquired by the Customers prior to the entry into force of the amendments to the Terms and Conditions, in particular amendments to the Terms and Conditions will not affect the already submitted or submitted Reservations and the concluded and executed Reservation Agreements.
3. The Service Provider will not trade with or provide any services to OFAC and sanctioned countries

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Thank you for carefully reading this document!

If you have any questions, we are always at your disposal - please contact us using the data provided herein.

**We are looking forward to doing business with you,**

**Team of Digitalparking.city.**

