OWNER AGREEMENT

Bay Islands Car Share Pty Ltd · ABN 18 633 226 267

Version 2.0 · Effective 7 March 2025

This Owner Agreement sets out the terms on which a Member lists a Vehicle for sharing through the Bay Islands Car Share Service. It forms part of the Member Agreement and should be read with the Damage Policy, the Fee Schedule and the Complaints and Dispute Resolution Policy.

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1. Application and definitions

1.1 This Owner Agreement applies to you if you are a Member and you list a Vehicle for sharing through the Service. It forms part of, and is read together with, your Member Agreement, the Damage Policy and the Fee Schedule. If this Owner Agreement conflicts with the Member Agreement on a matter concerning your Vehicle, this Owner Agreement prevails.

1.2 Capitalised terms have the meaning given in the Member Agreement. In addition:

Booking Period means the period from the scheduled start of a Booking (or, if earlier, the time the Borrower unlocks the Vehicle) until the Borrower ends the Booking in the app and the Vehicle is parked and locked at its home location.

Condition Record means any photograph, video, scan, telematics record or inspection note made by BICS, its staff, its contractors or a Borrower that shows the state of a Vehicle at a point in time.

Damage means physical harm to the Vehicle that is not Fair Wear and Tear and that must be repaired to return the Vehicle to its condition immediately before the harm occurred.

Fair Wear and Tear means deterioration, marks and faults of the kinds described in Schedule 1, however caused, other than Incident Damage.

Incident Damage means Damage, including to glass, tyres and interior, that results from a collision, rollover, vandalism, fire, theft or attempted theft occurring while a Borrower has possession of the Vehicle, and that is reported as a single event.

Lockbox System means the key lockbox, GPS unit, telematics unit and any other equipment we install in or supply for the Vehicle.

Owner Guarantee means our discretionary promise, on the terms in the Damage Policy and up to the cap in the Fee Schedule, to pay you for Damage that a liable Borrower has not paid.

Possession Period means any time the Vehicle is not in a Booking Period, including the time between Bookings while it is parked at its home location.

Reporting Window means the period ending 48 hours after a Booking Period ends, extended to 7 days only where you can show you could not reasonably inspect the Vehicle or the Borrower's photographs within 48 hours.

Tolling Device means any e-toll tag we supply or that you supply for use in the Vehicle.

we, us, BICS means Bay Islands Car Share Pty Ltd ABN 18 633 226 267; **you, Owner** means the Member who lists the Vehicle.

1.3 Headings are for convenience only. Schedules form part of this Owner Agreement.

2. Vehicle eligibility

2.1 A Vehicle you make available for sharing must, at all times and unless we agree otherwise in writing:

(a) be registered in Queensland with the purpose of use and CTP class required by clause 4;

(b) be roadworthy and safe to drive by any licensed Borrower;

(c) be serviced and maintained to the manufacturer's schedule, with records you can produce on request;

(d) have been manufactured in or after 2014 and travelled fewer than 300,000 km;

(e) be a four-wheeled private passenger vehicle seating no more than 12, with a power rating under 200 kW (250 kW for 4WDs);

(f) have no modification that materially changes its performance, appearance or purpose, unless we have approved it in writing;

(g) have a market value under $25,000, noting we may decline or delist a Vehicle of any value, or require extra security measures, on reasonable risk grounds.

2.2 You warrant that the Vehicle meets clause 2.1 whenever it is available for sharing, that we may verify its registration, and that, if you are not the registered operator, the registered operator has authorised you in writing

to list it. You are solely responsible for obtaining and complying with that authorisation.

2.3 If the Vehicle stops meeting clause 2.1 you must take it off the Availability Schedule immediately and tell us. Making an ineligible Vehicle available is a breach of this Owner Agreement and clause 14.3 applies.

3. Ownership, maintenance and roadworthiness

3.1 The Vehicle remains your property and your responsibility. Listing it with BICS does not transfer any ownership obligation to us. BICS is a booking, access and payment platform; it is not a bailee, hirer, custodian or fleet manager of your Vehicle.

3.2 You are solely responsible, at your cost, for everything an owner of a car ordinarily pays for, including:

(a) servicing, repairs, maintenance and consumables: oil, coolant, brake fluid, wiper blades, bulbs, batteries, brake pads and discs, belts, filters and the like;

(b) tyres, including replacement for wear, punctures, sidewall damage and kerb damage, and a serviceable spare with tools (unless the Vehicle has run-flat tyres or a manufacturer's repair kit);

(c) windscreen, windows, mirrors, lamp lenses and all other glass and transparent parts;

(d) the interior: seats, trim, carpets, headlining, controls, infotainment, accessories and child restraints;

(e) mechanical, electrical, electronic, software and underbody components, however the fault arises;

(f) Fair Wear and Tear of every kind, and all Damage that occurs during a Possession Period;

(g) registration, CTP insurance, any comprehensive or third-party insurance you choose to hold, and compliance with every law that applies to a vehicle hired out without a driver in Queensland.

3.3 You must keep the Vehicle roadworthy and safe at all times it is available for sharing. If we reasonably believe the Vehicle is unsafe or poorly maintained we may suspend it and require proof of roadworthiness or servicing before relisting. Suspension under this clause is not a breach by us and gives no right to compensation.

3.4 At the start of every Booking Period the Vehicle must be clean inside and out, have more than a quarter tank of fuel (or the equivalent charge for an EV), have its keys in the Lockbox, have the Tolling Device in its correct position, and be parked in a publicly accessible, legal space that it can occupy indefinitely without a fine.

3.5 You must not fit, or allow others to fit, anything that could interfere with safe operation. Any dashcam, tracker or recording device must be lawful, must be disclosed in the Vehicle Profile, and is yours to maintain; we may remove a loose or unsecured device and are not liable for doing so.

3.6 You must be contactable by email or app message, and able to respond within 2 hours, at all times during a Booking Period. If you will not be, you must either nominate a representative with their email and mobile number or take the Vehicle off the Availability Schedule for that time. You agree we may give your contact details to Members for queries about your Vehicle.

3.7 You must follow any reasonable direction we give about the presentation or use of your Vehicle on the Service where we consider it necessary to protect safety, our Members or our reputation.

4. Registration and CTP

4.1 Before the Vehicle is first made available, and at every renewal, you must ensure it is registered with the Department of Transport and Main Roads with the purpose of use “Rental (self-driver rental)” and insured under CTP Class 4 (hire vehicles) or any class that replaces it. Queensland's CTP scheme places hire vehicles let without a driver in Class 4.

4.2 Operating under the wrong purpose of use or CTP class can attract fines, recovery of underpaid premiums by the CTP insurer, and refusal of a CTP claim. Those consequences are yours alone.

4.3 If at any time the Vehicle is unregistered, uninsured for CTP, or registered under the wrong purpose of use or class while available for sharing: the Owner Guarantee does not apply, we may suspend the Vehicle, and clause 14.3 (indemnity for breach) applies to any loss that results.

4.4 You must send us evidence of compliant registration on request and within 5 business days of any change.

5. Vehicle condition: records, inspection and reporting

5.1 You know your Vehicle. You are responsible for knowing the condition of your Vehicle at all times. We provide tools to help you attribute Damage to a Booking; they do not relieve you of that responsibility.

5.2 Your inspection duties. You must:

(a) inspect the Vehicle, or the Borrower's start and end photographs, after every Booking Period and in any case within the Reporting Window;

(b) physically inspect the Vehicle at least once every 7 days while it is listed;

(c) report any new Damage, and any loss of or fault in the Lockbox System or Tolling Device, through the app's Report Issue function (or by email to us if the app is unavailable) within the Reporting Window, with photographs showing the Damage, its size against a coin or ruler, and the Vehicle's registration plate.

5.3 Late reports. Damage reported outside the Reporting Window is deemed to have occurred during a Possession Period and is your responsibility, unless we, acting reasonably, can attribute it to an identified Booking from our own Condition Records without further investigation. We are not obliged to investigate, or to recover from any Borrower, Damage reported more than 7 days after the relevant Booking Period ended.

5.4 What our records are and are not. We may make Condition Records from Borrower photographs, staff walkaround video, scan-booth images, telematics and inspection notes, at a frequency we set. You acknowledge that:

(a) a Condition Record is evidence of condition at the moment it was made and nothing more;

(b) we do not promise to inspect your Vehicle at any particular interval, to detect any particular Damage, or to maintain Condition Records of any particular quality or completeness;

(c) our Condition Records are our property; we will share the records relevant to a report you make, but we are not obliged to retain them for more than 90 days.

5.5 Mechanical and underbody. We do not inspect, and our Condition Records do not cover, the mechanical, electrical, electronic or underbody condition of your Vehicle. Faults in those systems are your responsibility under clause 3.2(e), except where we accept, on evidence, that an identified Borrower caused the fault by misuse during their Booking, in which case clause 7 applies to that Borrower.

5.6 Attribution. Where you report Damage within the Reporting Window, we will compare it against the Condition Records for the Bookings in the 7 days before your report and tell you which Booking, if any, we attribute it to. Our attribution is made reasonably and in good faith on the records available and is final as between you and us, subject to the Complaints and Dispute Resolution Policy. Damage we cannot attribute to a Booking is treated as Possession Period Damage.

5.7 Borrower disputes. A Borrower may dispute attribution under the Member Agreement. We will manage that dispute; you must give us the information we ask for and must not contact the Borrower about it outside the app.

6. Fair wear and tear

6.1 Fair Wear and Tear is the ordinary consequence of a car being driven by many people, and it is the Owner's cost. Neither BICS nor any Borrower is liable to you for Fair Wear and Tear, and the Owner Guarantee does not cover it.

6.2 Schedule 1 sets out what is Fair Wear and Tear. Where Schedule 1 gives a measurement, the measurement decides; where it does not, we decide, acting reasonably, and you may dispute our decision under the Complaints and Dispute Resolution Policy. Schedule 1 is deliberately generous to Borrowers because a shared car is used far more intensively than a private one, and because small marks cannot be attributed to one trip with any confidence.

6.3 Incident Damage is not Fair Wear and Tear. If a windscreen, tyre or seat is damaged as part of a collision, rollover, vandalism, fire or theft during a Booking Period, it is Damage and clause 7 applies to the whole event.

6.4 Accumulation does not convert Fair Wear and Tear into Damage. Several marks that each fall within Schedule 1 remain Fair Wear and Tear, even where together they would justify repainting a panel.

6.5 You are free to repair Fair Wear and Tear at your own cost at any time. You must keep the Vehicle within clause 2.1 and clause 3.3 regardless of how the wear arose.

7. Damage and loss during a Booking

7.1 Every Borrower must hold a Protection Plan for each Booking. If a Borrower is liable for Damage under the Member Agreement, the amount recoverable from them is:

(a) the reasonable cost of repair, assessed by a repairer or assessor we nominate, which may use second-hand or non-genuine parts of equivalent quality; or

(b) where the Vehicle is beyond economic repair, or stolen and not recovered, its market value immediately before the event, as determined by an independent valuer appointed by us or Our Insurer,

less the applicable Excess, which is paid by the Borrower to Our Insurer where a claim is accepted.

7.2 If you disagree with a valuation you may give us evidence of an alternative within 14 days. The final determination is made by us or Our Insurer acting reasonably on the evidence.

7.3 If Our Insurer accepts a claim we will arrange and pay for the repair on Our Insurer's behalf, at a repairer we choose, under the Damage Policy. If the claim is not accepted, the Borrower remains liable to you under the Member Agreement and we will pursue recovery as described in clause 7.5.

7.4 Borrowers are not liable for, and the Owner Guarantee does not cover:

(a) Fair Wear and Tear, depreciation, loss of value or diminished resale value;

(b) mechanical, electrical, electronic or software faults, except as provided in clause 5.5;

(c) damage caused by lawful seizure or impounding, unless the Borrower's conduct caused it;

(d) repairs you carry out without our written consent, or the part of any repair cost that exceeds our nominated repairer's quote;

(e) pre-existing damage, previous poor repairs, rust or corrosion;

(f) damage to accessories or modifications not fitted by the manufacturer;

(g) any Damage that occurs while the Vehicle is unregistered, uninsured for CTP, unroadworthy or otherwise outside clause 2.1 or clause 4;

(h) loss of income, loss of opportunity or any consequential loss.

7.5 Recovery. If a Borrower fails to lodge a claim or pay, we will lodge the claim as their attorney under the Member Agreement and pursue the amount owing. We decide, acting reasonably, how far to pursue a Borrower, having regard to the amount, the evidence and the cost of recovery. Where a liable Borrower does not pay, you may claim under the Owner Guarantee up to the cap in the Fee Schedule; the Owner Guarantee is a discretionary payment by us, not an insurance policy, and we may decline it if you have breached this Owner Agreement in a way connected to the Damage.

7.6 Loss of use. Where the Damage Policy provides for it, a liable Borrower may be required to pay you a loss-of-use amount calculated under the Damage Policy. That amount is the only compensation for time off the road; you are not entitled to any payment from us or any Borrower for lost sharing income.

7.7 Payment flow. Amounts recovered from a Borrower or Our Insurer for your Vehicle are paid, at our election, to you, to the repairer, or to the person you direct. We may pay you in advance of recovery; if we do, the Borrower's payment is owed to us by way of reimbursement.

7.8 Your cooperation. You must give us, within 5 business days of request, any information, photographs, quotes or access to the Vehicle we need to assess or pursue a claim. If delay on your part increases the cost of repair or recovery, the increase is yours.

8. Possession and responsibility periods

8.1 A Borrower is responsible for the Vehicle only during their Booking Period, as defined in clause 1.2 and in the Damage Policy under “Who is responsible for damage?”. You are deemed in possession at all other times, including between Bookings while the Vehicle is parked at its home location, during any time you or your Additional Drivers use it, and whenever you have taken it off the Availability Schedule.

8.2 All Damage that occurs, or that is deemed under clause 5.3 or 5.6 to have occurred, during a Possession Period is yours. We are not liable to you or to any third party for it, and you indemnify us against any claim arising from it.

8.3 If you drive the Vehicle yourself you do so as owner, not as a Borrower, and no Protection Plan or Owner Guarantee applies to that use.

8.4 Where a Borrower ends a Booking early the Booking Period ends when the Vehicle is parked, locked and the Booking is closed in the app; where a Borrower returns late the Booking Period runs until the same point, and the late period is treated as part of their Booking.

9. Bookings, availability and cancellation

9.1 You must keep the Vehicle Profile current, including photographs, rates, the Availability Schedule and any access instructions. Information in the Vehicle Profile is shown to Members and may be sent to Borrowers before a Booking.

9.2 A Booking is confirmed automatically whenever the Vehicle shows as available. You must ensure the Vehicle is at its home location, with keys in the Lockbox, for every confirmed Booking.

9.3 If you cancel a confirmed Booking, or the Vehicle is not available or not usable when a Booking starts, you must pay the charges in the Fee Schedule and we may refund the Borrower from amounts otherwise due to you.

9.4 If the Vehicle is unregistered, unroadworthy, unsafe or does not match its Vehicle Profile when a Booking starts, we may refund the Borrower on your behalf and charge you our lost revenue on that Booking as set out in the Fee Schedule.

10. Fees, income, invoicing and GST

10.1 All amounts are in Australian dollars. You set your Vehicle's hourly and daily rates within any limits we publish.

10.2 You appoint us as your agent to collect from Borrowers the amounts they owe for using your Vehicle, and to enter into, vary, waive and terminate Booking arrangements with Borrowers in that capacity without your further approval.

10.3 We pass through to you the Owner share of time and distance fees set out in the Fee Schedule and retain the balance as our fee for the Service, inclusive of GST. Protection Plan, Excess, administration and other amounts Borrowers pay are ours or Our Insurer's and are not payable to you.

10.4 We pay you only after we have received the Borrower's payment. If we hold fees and do not pass them through, your recourse is against us alone, not the Borrower.

10.5 We may set off any amount you owe us under this Owner Agreement or the Member Agreement against any amount we owe you.

10.6 We issue a statement each billing period showing amounts earned by your Vehicle, our fee, Membership Fees, equipment fees, tolls, fuel, infringements and other charges. A net amount owing by you is charged to your Card on the date shown; a net amount owing to you is paid to your nominated bank account by the due date shown.

10.7 Fee Schedule amounts are GST-inclusive. Where a taxable supply under this Owner Agreement is not expressed as GST-inclusive, the recipient must pay the GST amount in addition and the supplier must provide a tax invoice. If you are registered for GST you must give us your ABN and we will show it on receipts issued to

Borrowers on your behalf. You are responsible for your own tax reporting on income from the Vehicle.

11. Lockbox System, Tolling Device and stickers

11.1 We may install, or arrange installation of, a Lockbox System in your Vehicle by a suitably trained person at a time agreed with you. If you miss a scheduled installation without 24 hours' notice we may charge the rescheduling fee in the Fee Schedule.

11.2 The Lockbox System remains our property. The Tolling Device remains the property of its issuer. You must not tamper with, interfere with, move or remove any part of them, and must tell us immediately if any part is lost, stolen, damaged or not working. Loss or damage to equipment while in your possession is charged at the Fee Schedule rate.

11.3 You will be given a private Owner PIN for the Lockbox. Keep it secure and disclose it only to your Additional Drivers. You are responsible for any use of the Vehicle by a person to whom you have given the PIN or keys.

11.4 You must make the Vehicle available for removal of the Lockbox System and Tolling Device, and return them, before selling or transferring the Vehicle, before moving it outside our operating area, on termination of your Membership, or when we otherwise request. If equipment is not returned within 10 business days of request, or the Vehicle is transferred with equipment still fitted, you must pay the replacement cost and handling fee in the Fee Schedule, and the decommissioning fee in the Fee Schedule applies on delisting.

11.5 We may apply BICS stickers with your consent or send them to you to apply. If you remove stickers other than as instructed in our Help Centre, any paint damage is yours.

12. Infringements and tolls

12.1 You are responsible for any Infringement Notice relating to the Vehicle except one issued for conduct during a Booking Period, or a parking infringement incurred at the place a Borrower left the Vehicle before you or we next moved it.

12.2 The home location in the Vehicle Profile must be a place where the Vehicle can stand indefinitely without a fine. Infringements issued at the home location after a Borrower has ended their Booking are yours.

12.3 If you receive an Infringement Notice you believe belongs to a Borrower, send it to us within 7 days and cooperate with us to nominate the responsible Member. We will assist with nomination but are not liable for any infringement, demerit points or late fees, and no Protection Plan covers fines or penalties.

12.4 Tolls incurred during a Booking Period are charged to the Borrower; tolls incurred at other times are yours. Disputes are handled under the Complaints and Dispute Resolution Policy.

13. Suspension, delisting and cancellation

13.1 We may suspend the Vehicle from the Service, by making it unavailable for Bookings, where we reasonably consider that: you have breached this Owner Agreement or the Member Agreement; the Vehicle is or may be unsafe, unregistered or ineligible; there is a fault in the Lockbox System or Booking System affecting the Vehicle; or suspension is needed to protect Members, the Service or our business. We will tell you the reason and what is needed to relist.

13.2 We are not liable for any loss of income or opportunity you suffer because we suspend the Vehicle, decline to suspend it, or the Service is unavailable.

13.3 You may delist the Vehicle at any time by giving us notice in the app. Confirmed Bookings at the date of notice must be honoured or cancelled under clause 9.3. We may delist the Vehicle on 14 days' notice for any reason, or immediately for a serious breach.

13.4 On delisting or cancellation of your Membership: you must stop sharing the Vehicle with Members immediately; all Protection Plan and Owner Guarantee cover for the Vehicle ends; you must facilitate removal and return of the Lockbox System and Tolling Device under clause 11.4; you must remove stickers under clause

11.5; and the decommissioning fee in the Fee Schedule applies. Amounts owing either way are settled on the final statement, and clause 10.5 applies.

13.5 Clauses 5.3, 6, 7, 8, 10.5, 11.4, 12, 14 and 15 survive delisting or cancellation.

14. Liability, indemnity and Australian Consumer Law

14.1 Nothing in this Owner Agreement excludes, restricts or modifies any guarantee, right or remedy under the Australian Consumer Law or any other law that cannot be excluded. To the extent the law permits, our liability for breach of a non-excludable guarantee is limited, at our option, to supplying the Service again or paying the cost of having it supplied again.

14.2 Subject to clause 14.1, we are not liable to you for:

(a) Fair Wear and Tear, mechanical or electrical faults, or any Damage during a Possession Period;

(b) any failure to detect, record or attribute Damage, or any inaccuracy in a Condition Record;

(c) any act or omission of a Borrower, a repairer, Our Insurer or any other third party;

(d) loss of income, loss of opportunity, loss of use beyond clause 7.6, or any indirect or consequential loss;

(e) any loss arising from your breach of this Owner Agreement, the Member Agreement or any law.

14.3 Indemnity. You indemnify us, our officers, staff and contractors against any claim, loss, damage, fine, penalty or cost (including reasonable legal costs) to the extent it arises from: the Vehicle being unregistered, uninsured for CTP, unroadworthy or outside clause 2.1 while available for sharing; a defect in the Vehicle you knew or ought to have known about; a breach of clause 3.5 (devices and modifications); or your or your Additional Drivers' use of the Vehicle. This indemnity is reduced to the extent our own negligence or breach contributed to the loss.

14.4 Our total liability to you in connection with this Owner Agreement in any 12-month period, other than for liability that cannot be limited by law, is capped at the fees we have retained from your Vehicle's Bookings in that period.

15. General

15.1 Changes. We may change this Owner Agreement, the Damage Policy, the Fee Schedule or Schedule 1 by giving you at least 30 days' notice by email or in-app message. Changes that reduce your rights or increase your costs do not apply to Bookings confirmed before the change takes effect. If you do not accept a change you may delist the Vehicle under clause 13.3 without penalty before it takes effect; continuing to list the Vehicle after that date is acceptance.

15.2 Notices. Notices to you are sent to the email address or app account on your Membership. Notices to us are sent through the app or to the contact address on our website. You must keep your contact details current.

15.3 Disputes. Disputes about attribution, valuation, fees or anything else under this Owner Agreement are dealt with under the Complaints and Dispute Resolution Policy before either party commences proceedings, except for urgent relief.

15.4 Privacy. We handle your personal information under our Privacy Policy. You consent to us sharing your contact details and Vehicle Profile with Members, and Condition Records with Borrowers, repairers and Our Insurer, for the purposes of the Service.

15.5 Law. This Owner Agreement is governed by the law of Queensland and the parties submit to the courts and tribunals of Queensland.

15.6 Signature. Ticking the acceptance box on the online application, or listing a Vehicle after notice of a change, is a binding signature for the purposes of the Electronic Transactions Act 1999 (Cth) and the Electronic Transactions (Queensland) Act 2001.

Schedule 1 — Fair Wear and Tear Standard

Everything in the middle column is the Owner's cost and cannot be claimed from a Borrower or BICS. Only what sits in the right column is Damage under clause 7, and then only if it occurred during a Booking Period and was reported within the Reporting Window. Measurements are of the single largest mark; a 50-cent coin is about 32 mm across and is an acceptable field gauge.

Area	Fair Wear and Tear (Owner's cost)	Damage (claimable if during a Booking and reported in time)
Painted panels — scratches	Any scratch under 70 mm long; any scratch of any length that has not penetrated to the undercoat (colour and clear coat only)	A scratch 70 mm or longer that exposes undercoat, primer or bare metal
Painted panels — dents	Any dent under 30 mm radius (60 mm across); dents of any size with no paint break where the panel is unpainted plastic	A dent 30 mm radius or larger, or any dent with a crease, paint break or panel distortion
Stone chips	All stone chips, on any panel, any number	None — stone chips are never Damage
Unpainted plastic bumpers, mouldings, sills and mirror housings	All scuffs, scratches, gouges and marks that leave the part attached and functional	A part that is cracked through, detached, missing or no longer secure
Painted bumpers	As for painted panels	As for painted panels
Glass — windscreen, windows, mirrors, lamp lenses	All chips, cracks, pitting, delamination, scratches, wiper marks and seal deterioration, however they arose	Glass broken as part of Incident Damage (clause 6.3)
Tyres and wheels	All tread wear, punctures, sidewall damage, kerb rash, gutter rash, bent or scuffed rims, wheel-trim loss	A wheel or tyre destroyed as part of Incident Damage
Interior	All soiling, staining, odour, scuffs, scratches, tears, burns, wear to seats, carpet, trim, headlining, controls and infotainment; loose or broken clips, handles, vents, switches	Interior destroyed as part of Incident Damage. A Borrower may still be charged a cleaning or smoking fee under the Member Agreement; that fee is BICS's and is not compensation to the Owner
Mechanical, electrical, electronic, software, underbody	All faults, failures, warning lights, battery depletion, clutch and transmission wear, suspension, exhaust and underbody impacts	Only where BICS accepts on evidence that an identified Borrower caused it by misuse (clause 5.5)
Keys, remotes, accessories	Wear, battery failure, loss of non-manufacturer accessories	Loss of a key or remote by a Borrower (charged under the Member Agreement's lost-key fee)

If the Vehicle's roadworthiness is affected by something in the middle column — a bald tyre, a cracked windscreen in the driver's view, a failed brake light — the Owner must fix it before the next Booking under clause 3.3.

Schedule 2 — Inspection and reporting timetable

Event	Owner must	By when	If missed
Each Booking ends	Check the Vehicle or the Borrower's start and end photos	Within 48 hours	Damage found later is Possession Period Damage unless BICS can attribute it from its own records without investigation (clause 5.3)
New Damage found	Report in app with photos, a size reference and the plate	Within the Reporting Window (48 h; 7 days with reason)	As above; BICS not obliged to investigate or recover after 7 days
Ongoing	Physically inspect the Vehicle	At least every 7 days	Unreported Damage is deemed Possession Period Damage
Lockbox, telematics or toll tag faulty or missing	Report in app	Immediately on discovery	Equipment loss charged at Fee Schedule rate (clause 11.2)
Infringement Notice received	Send to BICS	Within 7 days	Owner bears fine and late fees (clause 12.3)
Registration or CTP class changes	Send evidence to BICS	Within 5 business days	Suspension; Owner Guarantee void (clause 4.3)
BICS asks for claim information	Supply information, quotes or access	Within 5 business days	Added costs from delay are the Owner's (clause 7.8)
Vehicle delisted or Membership ends	Make Vehicle available for equipment removal; return equipment	Within 10 business days of request	Replacement cost, handling and decommissioning fees (clause 11.4)