

Milence¹ House Rules

Terms and Conditions for using Milence Charging Hubs

Welcome to Milence! Our sites are open 24/7.

By entering a Milence hub, you accept these Milence House Rules - Terms and Conditions for using Milence Charging Hubs ("Terms & Conditions") without restriction or reservation.

In the case of an emergency, immediately contact 112 or 999 in the UK and then Milence on the number displayed on the charger.

Milence hubs are under 24/7 surveillance.

These Terms & Conditions may be amended from time to time. Non-compliance with these Terms & Conditions may result in liability for any damage caused and may result in a ban from accessing Milence hubs.

Article 1 Entry & Exit

- 1.1 Drivers must have valid licenses for the relevant vehicle category.
- 1.2 Electric heavy duty vehicles must not exceed 4.6m in height, 2.6m in width, 19.25m in length (25m and 35m in Sweden and Denmark).
- 1.3 You must not enter the hub with illegal materials and/or dangerous goods (ADR).
- 1.4 Prior to entering the hub, ensure you have a Milence Direct Charge Card or your e-Mobility Service Provider (eMSP) has a contract with Milence. A credit card with sufficient funds can also be used to pay for the charging session.

Article 2 Traffic & Parking

- 2.1 All vehicles must operate in line with local laws and regulations.
- 2.2 Vehicles must be removed from the charging bay as soon as your charging session has finished, unless local hub exceptions apply.
- 2.3 Drivers must stay within the maximum speed limit (10 kmph or 5mph in the UK) and must follow local road traffic regulations whilst at a Milence hub.
- 2.4 Vehicles must be locked, windows closed and alarms activated if applicable. Milence takes no responsibility for theft or damage to (items in) the vehicle.
- 2.5 Turn on vehicle lights as soon as visibility conditions or signs require.
- 2.6 Give priority to vehicles travelling on the road when leaving a charging or parking bay.
- 2.7 Vehicle trailers must not be unhooked and stored at a Milence hub without prior approval from Milence. It will be towed away at your expense.
- 2.8 Maximum parking time at a parking bay must not exceed 48 hours, unless otherwise stated at the parking bay.
- 2.9 Keep noise at a minimum, particularly at night. Use radios and other sound producing equipment only inside the vehicle.
- 2.10 Do not use flashlights or other light producing equipment outside the vehicle.

¹ The Milence brand is used to refer to Milence Service Holding B.V. and all its affiliates.

Article 3 Pedestrian

- 3.1 Pedestrian access is only permitted via the secure accessible turnstile.
- 3.2 Minors and/or unaccompanied animals are not permitted on site.
- 3.3 Any hawking, soliciting, or selling of any kind is strictly prohibited.

Article 4 General Hub Safety & Security

- 4.1 In the case of an emergency, follow the below steps:
 - Call 112 or 999 in the UK.
 - Help endangered person(s) if you can.
 - In the case of a fire, try to extinguish the fire if you can.
 - Follow the escape routes and proceed to the Safe Assembly Point.
 - Await further instructions from emergency services and/or Milence.
- 4.2 Only use emergency facilities (e.g. fire extinguisher, defibrillator) in the case of an emergency.
- 4.3 Do not carry out major maintenance or repairs on your vehicle. Milence must be notified if major maintenance is required or you must arrange for the vehicle to be towed away.
- 4.4 Consumption of alcohol and non-prescription drugs is forbidden on site.
- 4.5 Notify Milence (on the phone number displayed on the charger) of any accident that causes deterioration of any charging equipment or amenities on a Milence site.
- 4.6 Do not use flammable nor corrosive liquids inside the hub.
- 4.7 Do not enter technical rooms or electrical cabinets.
- 4.8 Do not undertake any illegal activities on site, including but not limited to drug dealing or human trafficking.
- 4.9 Heavy-duty buses and coaches must not enter with passengers onboard.
- 4.10 Passenger cars are not permitted to enter nor charge at Milence hubs, except where necessary for maintenance or other authorised work.

Article 5 Environment and Waste

- 5.1 It is strictly forbidden to litter on the hub, examples include but are not limited to emptying ashtrays, throwing papers, urinating in places other than the toilets or disposing of waste. Garbage cans and toilets are provided.
- 5.2 Leave amenities clean after use.
- 5.3 Use of bbqs and/or open fires is forbidden.
- 5.4 Smoking is only permitted in dedicated smoking areas.

Article 6 Personal Data

- 6.1 All Milence hubs are placed under 24/7 camera surveillance under legitimate interest of ensuring the safety and security of (a.o.) Milence customers, employees, contractors, property and premises.
- 6.2 The footage recorded by the cameras is only accessible to a small number of Milence employees and contractors, on a need-to-know basis.
- 6.3 Footage is only retained for statutory time frames or longer in case of an incident.

- 6.4 For any information about this system or to exercise your right of access to images concerning you, please contact privacy@milence.com.
- 6.5 You may lodge a complaint with your national data protection authority if you consider that this system does not comply with personal data protection regulation.
- 6.6 Milence Privacy Statement can be viewed at: [Privacy Statement - Milence](#)

Article 7 Public Wi-Fi Usage

- 7.1 The Milence site provides free Wi-Fi for guests to browse the internet, check emails, and use social media responsibly.
- 7.2 It is prohibited to access illegal or inappropriate content, engage in hacking, phishing or other cyber threats, and to use excessive bandwidth (e.g. large file downloads, streaming in ultra-high definition). Any misuse may result in restricted access or removal from the network.
- 7.3 Users are responsible for their own cybersecurity, Milence is not liable for data breaches or unauthorized access.
- 7.4 By connecting to the Wi-Fi, users agree to abide by these rules.

Article 8 Liability

- 8.1 Drivers are responsible and liable for any damage they or their passengers may cause to the hub, Milence equipment and to other drivers and their property. Any intentional damage to and/or vandalism of Milence property will not be tolerated.
- 8.2 Milence is not liable, to the extent permitted by law, for damage resulting from theft, loss or other damage to the vehicle or (other property of) the users of the hub.
- 8.3 Drivers and their passengers move around the site and park in the hub at their own risk.
- 8.4 Vehicles entering the Milence hub must be duly insured. Under no circumstances does Milence take out insurance in the name and on behalf of customers to cover risks for which it is not liable.
- 8.5 The driver is responsible for ensuring that these Terms & Conditions are made known to any of their passengers.
- 8.6 Milence reserves the right to remove any vehicle that contravenes any of these Terms & Conditions.