



General Terms and Conditions

eBIKE-BOX HF GmbH

E-bike order:

Booking and payment online via www.ibike-box.com

iBIKE-BOX locations:

See website (www.ibike-box.com)

Contact:

eBIKE-BOX HF GmbH
Neugasse 6
A - 8200 Gleisdorf
info@ibike-box.com
www.ibike-box.com

Rental Service:

All bikes are checked before each use. At regular intervals, the bikes are serviced and maintained to the technically necessary extent. This guarantees that the bikes are always well serviced.

General terms and conditions of hire:

If damage is found on the bike after a rental that does not indicate wear or fatigue of the material or a complaint, this damage must be paid for by the customer.

The reservation becomes valid upon receipt of the reservation or, for customers, upon receipt of the booking confirmation. A reservation is equivalent to a fixed booking. Should you therefore not collect your bike despite having made a reservation, it will still be charged. Cancellation is not possible.

Flexi-Cancellation:

With our Flexi-Cancellation you can cancel your booking independently until 18.00 o'clock on the evening before the start of the rental. You will find a corresponding cancellation button in the order confirmation, which is automatically sent to the e-mail address you provided after booking. You will receive a voucher code in the amount of the booking. The voucher code is valid indefinitely and can be redeemed online for all iBIKE-BOX locations.

Bikes to youths under 16 years:

If the renter is under 16 years of age, a declaration of consent from the legal guardian must be provided by signature.

Safety:

In general, helmets are compulsory for children and young people: It is very important to us that children and young people only receive rental bikes from us if they are wearing a helmet.

Furthermore, helmets are compulsory at some iBIKE-BOX locations. For example on Mallorca. The

helmet obligation must be complied with without exception. Helmets can be rented separately at these locations.

Bike sizes:

To guarantee the perfect bike fun, our bikes are available in different sizes. See size chart.

Breakdown:

We are not obliged to pick you up in case of a bike breakdown. Return transport costs must be paid by the customer. However, you are welcome to contact the respective rental station, which will try to help you.

Rental period/rates:

Please refer to the website: www.ibike-box.com

Theft:

The rental customer is responsible for supervision during the rental period. If a bike is stolen during the rental period, the current value of the bike must be paid no later than 48 hours after the theft. Furthermore, a report must be made to the police station.

Identity card requirement:

We ask that you have a valid photo ID ready when collecting your bike.

GPS system:

The e-bikes are equipped with a GPS system. This enables the location/route of the e-bike to be determined at any time.

Disclaimer:

Before renting a bike, a disclaimer must be signed by each renter.

Return:

The bike must be returned on time directly to a member of staff at the rental station.

Early return:

In the event of an early return of the e-bike (due to adverse weather conditions or other hindrances), the rental fee will not be refunded.

Late return:

In case of late return of 30 minutes or more, the next rental rate will be charged (e.g. 4 hours on daily rate).

Data protection:

iBIKE-BOX may have your data stored by the rental company in a secure system for 12 months. The camera recordings in our rental stations are deleted after 72 hours. We thus comply with the European data protection regulations!

eBIKE-BOX HF GmbH, Gleisdorf