

- 1) By signing this contract, I hereby declare that all persons making use of the bicycle/s supplied to them under this rental agreement have the ability and experience necessary to use it/them and that prior to its/ their use I checked and found it/them to be in good working condition.
- 2) I undertake to notify Tuscany Ride a Bike immediately if and when any malfunctions or breakages occur to the bicycle/s and acknowledge that every modification or repair made to the bicycle must be authorised by Tuscany Ride a Bike.

I declare that the bicycle/s shall not be used in any other manner.

- 3) I accept that a renter's credit card is only required as a guarantee and Tuscany Ride a Bike may henceforth be authorised to debit the costs of repairing any damage sustained by the bicycle/s during the rental period, unless it is demonstrated that the damage was due to a defect specific to the bicycle/s and in this case, he or she shall be entitled to the reimbursement of the rental charges.

Similarly, I am also cognisant that renters shall be held liable in the event of a bicycle's theft, and consequently reimburse Tuscany Ride a Bike the original purchase cost of the bicycle/s together with the cost of all accessories supplied.

- 5) Although not a legal requirement, Tuscany Ride a Bike advises users to wear a crash-helmet when using the bicycle/s. It should also be borne in mind that some models are not equipped with certain safety devices (rear lights and/or bell) and therefore such models may only be used from dawn to dusk.
- 6) Customers are required to abide by national highway code. They may not ride their bicycle/s under the influence of alcohol nor is the use of mobile telephones permitted while riding.
Fines for infringing the highway code and any costs for retrieving the bicycle/s shall be for the customer's account.

Payment terms and conditions

A non-refundable down payment representing 20% of the overall rental price is required to confirm a booking. The remaining balance of 80% must be paid at least 30 days prior to the rental period.

N.B. Unless full and advance payment is made for rentals under € 350 bookings cannot be confirmed.

Prices are denominated in euro and the payment must be made in euro. Any foreign exchange costs applied by banks shall be exclusively for the customer's account.

Similarly, other costs incurred by changes in the rental conditions shall be for the customer's account.

CANCELLATION AND REIMBURSEMENT

Cancellations must be made in writing or by email. The following schema illustrates the criteria for refunding all or part of the 80% balance paid.

- Within 15 days from the commencement of the rental period: 100%
- Within 7 days from the commencement of the rental period: 50%
- Within 3 days from the commencement of the rental period: 0%

No reimbursement will be made once the rental period has commenced.
Reimbursement shall be paid within 2/3 weeks from the cancellation notice.

In the event of a rental cancellation by Bike Rental in Tuscany, 100% of the price paid will be refunded. Reimbursement shall exclusively refer to the rental price and exclude any other costs that customers may incur.

Tuscany Ride a Bike will do all in its power to deliver and collect the bicycle/s at the address agreed upon but occasionally reasons of force majeure or exceptional circumstances (heavy weekend traffic, road accidents or the lack of punctuality by customers) may occasion delays. However, customers will be immediately informed if and when such events happen.

The drivers carrying out deliveries are not mechanics and cannot be asked to change a bicycle's setting. This is a paid service that can only be provided upon receipt of an express request.

In the event that Tuscany Ride a Bicycle is unable to make the delivery / collection because a customer fails to show up at the appointed time, all additional costs incurred in respect of the personnel and vehicle will be charged to the customer's credit card.

If changes are made to the address and/or time of delivery once the rental becomes operational, such changes must be communicated at least 48 hours before the previously agreed date.

If the delivery address does not permit easy access for a van or easy of delivery/ collection of the bicycles, customers are requested to make alternative arrangements. Alternatively, Bike Rental in Tuscany shall not be held liable for delivery delays, additional delivery charges or non-delivery.

The customer shall be exclusively responsible for ascertaining the possibility of delivery/collection and loading/ unloading.

Insurance against theft/ damage

In the course of the many years of the company's operation, the incidence of accidents and thefts has not been significant. Nevertheless, we offer the possibility of ensuring your rented bicycle against theft and damage.

Daily insurance costs are as follows:

- city € 2;
- trekking € 3;
- road Wilier GTR € 4;
- road Wilier 101SR € ;
- e.bike € 6

The insurance coverage is as follows:

For minor damage and loss of accessories: 100% of the repair costs;
For damage deemed beyond repair and involving the scrapping of the bicycle or the bicycle's theft: bicycle's replacement cost and accessories minus the deductibles that will be applied as follows:

- 1) city € 200;
- 2) trekking € 300;
- 3) Wilier GTR racing € 600;
- 4) Wilier 101SR racing € 1,000;
- 5) e-bike € 800.

The insurance does not cover:

- 1) third-party liability
- 2) medical costs
- 3) transfer costs to hospital/hotel/home;
- 4) accessory costs deriving from the damage to the bicycle or the theft/ loss of the rented bicycle.

In case of theft, the original report attesting to the theft issued by the competent police authorities must be submitted.

N.B. Family, car and travel insurance policies provide coverage against theft and accidental damage to the policyholder during his or her travels. Please check your personal policies to see if you have appropriate insurance over.