



Rental Terms

The Neuttravel Company dba EURO2 Bikes

Revised 28 July, 2020

EURO2 Bikes is the trade name of the rental division of The Neuttravel Company. EURO2 Bikes supplies one-way bicycle and gear rentals within The Netherlands, Belgium and Germany. “We,” “Us,” or “Our” in this document hereby refers to The Neuttravel Company dba EURO2 Bikes. The “Lessee” refers to any person who enters into a contract for rental services with EURO2 Bikes. “Gear” includes but is not limited to pannier bags, helmets, high resolution vests, and locks.

Booking Request

The Lessee can request a rental by submitting an inquiry by email or telephone call. This request is not a confirmation of booking and no rights may be derived from the form submission, email or phone conversation. Upon receipt of the booking request, EURO2 Bikes will send a rental quote to the Lessee. Should the Lessee agree to the price quoted, EURO2 Bikes will then send a Rental Agreement.

The Rental Agreement lists the period and price of the rental as well as the deposit amount (applicable for cash payments only). To secure the booking, the Lessee must sign the Rental Agreement, pay the deposit amount stated therein (if applicable) and return the signed document to EURO2 Bikes within 72-hours of it being received by the Lessor.

The booking will only be considered confirmed when EURO2 Bikes has received the deposit (if applicable) and signed Rental Agreement and has provided a “Booking Confirmation” to the Lessee.

EURO2 Bikes reserves the right to refuse rental services to any person or entity.

The primary Lessee must be over the age of 18 years. EURO2 Bikes will not rent bicycles or gear to a minor person alone.

Identification

For our security and yours, EURO2 Bikes requires a photo or scan of the primary lessee’s passport or EU ID card. This must be provided before the bicycle is released to the lessee. It can be provided via secure upload at neuttravelcompany.com/payment or a photo will be taken by the lessor’s representative upon commencement of the rental. This information is for use by EURO2 Bikes only for the purposes of:

1. confirming the Lessee’s identity against the method of payment to prevent payment fraud.
2. alerting the appropriate government authorities in the event that the Lessee and/or the bicycle(s) is (are) missing, the Lessee is considered to be in imminent danger or the Lessee was observed using the bicycle(s) while committing an illegal activity.
3. collection of any debts or fees which may arise from loss, damage or delinquent payment.

This scan or photograph will be deleted from our system within 1-month of the end of the rental period.



Deposit

We reserve the right to charge a security deposit of €50 per bicycle. This deposit must be paid by the Lessee to EURO2 Bikes at or before the time of rental, unless otherwise agreed upon by both parties.

The deposit will be held by EURO2 Bikes until successful return and inspection of the bicycle(s) and all rented gear. Should the lessee fail to return the bicycle and gear in reasonable condition on the pre-agreed date, EURO2 Bikes reserves the right to apply some or all of the deposit amount to any applicable repair, replacement or late fees. See "Damaged, Missing and Late" section for further information.

If the bicycle(s) and gear are returned on time and in appropriate condition, the deposit will be refunded to the lessee immediately by the original method of payment.

Please note that the time of receipt of the refund may vary, depending on your bank or credit card's policies and processing time.

Payment and Cancellation

Advance prepayment (more than 72-hours prior to the rental commencement) is not necessary, however if the Lessee wishes to prepay for the bicycle(s) and gear, it is possible. Full payment is due for the bicycle(s) and any gear by or before commencement of the rental.

EURO2 Bikes accepts SEPA bank transfers, all major credit cards, tikkie and PayPal payments. Cash is accepted on a case-by-case basis.

Credit, debit card and PayPal payments can be made at neuttravelcompany.com/payment.

SEPA bank transfers should be made through your bank's online or mobile system to

Account Name: The Neuttravel Company

IBAN: NL91 BUNQ 2041 2588 61

BIC/SWIFT: BUNQ2AXXX

Due to the processing time of SEPA payments, we require SEPA payments to be initiated at least 24 hours in advance.

When paying the cost of the rental, gear and any appropriate deposit, please pay the "Total Price" as stated on the Rental Agreement and cite in the comments the rental number listed on the agreement.

Once a rental has been paid, it is considered confirmed when the lessee receives the "Booking Confirmation." The rental cost is fully refundable up to 24-hours prior to the start of the rental, minus a €5 processing fee for credit/debit card payments.

From 24-hours until the start of the pre-agreed rental beginning time, the cost is refundable minus any transportation, staffing or storage charges incurred by the lessor as well as a €5 processing fee for credit/debit card payments.

If the lessee commits a "no show," which is to say that the lessee does not communicate the cancelation or delay and does not take possession of the bicycle and gear within 1-hour of the pre-



agreed rental start time, the lessor retains the right to keep the cost of the rental, minus any deposits. If a deposit has been paid, the deposit amount will be refunded to the lessee.

Rental Period

The rental or hire period is the period between the first rental day and the return of the bicycle(s) and gear as specified in the rental agreement.

One rental day is 24 hours. The rental time will begin when the Lessee takes possession of the bicycle(s) and gear. The rental time will be used to calculate the appropriate return time, unless previously agreed upon by both parties.

Extension of the Rental Period takes place only with permission of EURO2 Bikes and is only considered confirmed when EURO2 Bikes has received payment for the additional time and when the Lessee has received a revised "Confirmation of Deposit and Booking."

Early return of the bicycle(s) and gear terminates the rental agreement and does not imply any rights on a discount on the contractual or extended Rental Period Cost.

The Bicycle(s) and gear must be returned no later than the day specified in the rental agreement and the return time on that day, as calculated by the rental time.

If and when the Rental Period or the agreed extension of the Rental Period expires without the bicycle(s) and gear being returned to the Lessor, the Hire Period is considered to continue until the bicycle(s) is (are) returned by Lessee or collected by EURO2 Bikes, against the fees specified in "Damaged, Missing and Late" (below).

In such a case, EURO2 Bikes is authorized to non-judicially terminate the rental agreement and without delay claim back the bicycle(s) and gear or recover the bicycle(s) and gear from whomever and regardless where it is (they are). This authority is also granted to EURO2 Bikes when the Lessee breaches certain clauses in or conditions under the rental agreement.

Use

The bicycle(s) may only be used in a normal and appropriate manner by the person(s) mentioned in the rental agreement. The bicycle(s) must be returned at the pre-arranged location, complete and in the same condition in which Lessee received it (them).

Lessee must handle the bicycle(s) with care and in an appropriate fashion. Furthermore, Lessee is obliged to take all necessary steps and precautions to prevent the bicycle(s) against loss and from being damaged or stolen.

The bicycle(s) may not be used on beaches and in the dune area insofar no metal or paved roads are available for usage.

The bicycle(s) may not be used to cross any body of water including, but not limited to streams, creeks, canals, ponds, marshes or flooded areas.

The regular bicycle(s) (non-tandem) may only be used by one person at the time, with the exception of an infant who may be seated in a pre-requested child seat.

The bicycle(s) may only be used in The Netherlands, Belgium and Germany.



Damaged, Missing and Late

The Lessee is liable for damages to and theft and loss of the bicycle(s), parts belonging to the bicycle and accompanying gear including but not limited to chains, locks and keys, pannier bags up to an amount to be established by Lessor in accordance with generic regulations.

If the Lessee returns the bicycle more than 1-hour beyond the return time, EURO2 Bikes reserves the right to charge a late fee of €5 per delinquent hour, up to €30 per day. Should the Lessee be delinquent by more than 24 hours, EURO2 Bikes reserves the right to charge €30 for each additional day that the return of the bicycle(s) and gear are delinquent.

The bicycle(s) is (are) not insured against the lessee's liability and damages.

If Lessee cannot or will not reimburse EURO2 Bikes, we will hand over the case to a global international collection agency. This third party will internationally collect the amounts due for us. All cost inflicted by this third party will be recounted on the Lessee with a minimum of € 750 per bicycle on top of the price of replacing the bicycle, its chainlock and any outstanding charges.

Repair and Replacement Fees

- If the lessee loses possession of the bicycle through means of theft, we reserve the right to charge up to €300 for every bicycle that gets lost or gets stolen. If the lessee is able to return the key(s), we may charge a lesser amount.
- Broken or missing key = €20/per key
- Broken or missing lock, or a broken key inside the lock = €30/per lock
- Bike total-loss e.g. wheel or front fork needs to be replaced = up to €300/per bike
- Pannier bag repair = €15/per damaged bag
- Pannier bag total loss = €40/per damaged or lost bag
- Any other parts of the bicycle or gear damaged by the lessee will be evaluated by a third-party bicycle repair shop and the lessee will be responsible for any applicable cost of repairs, parts and labor.

Repairs during the rental

If, during the lessee's normal use of the bike, it becomes necessary to solicit professional help from a repair shop for repairs to the bicycle, the lessee should, if possible, contact EURO2 Bikes before initiating the repairs. The lessee should keep all records and receipts of the work done to the bicycle. EURO2 Bikes will evaluate on a case-by-case basis if any repair costs are eligible to be reimbursed due to our own negligence or improper care of the bicycle.

Medical costs

Riding a rental bicycle is at Lessee's own risk. The Neuttravel Company dba EURO2 Bikes cannot be held liable for any medical costs, caused by injury during Lessee's bicycle rental period

Wrong parking

When local authorities remove a Lessee's bike due to wrong parking, she/he will be charged for the penalty, transportation costs and possible damages, at €50 per bicycle. Please be aware that bicycle parking is forbidden in the following locations: In the middle of the road or footpaths; near tram and train stations; or outside the parking spaces at busy locations such as famous public squares. Local authorities do regular bicycle clean-up and removals in order to keep the cities tidy



Costs during the Hire Period

All charges, rates and taxes in connection with the bicycle(s) are at the expense of the Lessee. Alike, all costs relating to the use of the bicycle(s) are at the expense of the Lessee, including but not limited to parking, storage, maintenance and repair.

Personal data

Personal data of the Lessee which is mentioned in the rental agreement will be processed by Lessor in accordance with the Dutch Data Privacy Act (Wet Bescherming Persoonsgegevens). This process allows Lessor to execute and deliver the agreement, render optimal services, and timely provide Lessee with product information and a personal offer. Objections by Lessee to processing personal data for the purpose of direct mailing will be sustained by Lessor.

Liability

Liability of Lessor is excluded for any and all damage, direct or indirect, caused by unlawful, improper or unskilled use of the bicycle(s) by Lessee.

Notwithstanding any further provision in the rental agreement and except for willful misconduct and/or gross negligence by Lessor, liability of Lessor is excluded for any and all damages howsoever occurred;

(i) as a direct or indirect consequence of any hidden defect to the equipment, without consideration to its cause;

(ii) as a direct or indirect consequence of theft, loss, damage, sequestration or seizure of the bicycle(s).

Jurisdiction

These Terms and Conditions are governed by the laws of The Netherlands.