

Dear customer,

We are delighted that you have chosen to rent a bicycle/electric bicycle from Mooijekind Fietsen.

The following rental terms and conditions apply

## **MOOIEKIND FIETSEN, NOORDWIJK BICYCLE RENTAL TERMS AND CONDITIONS**

- Bicycle rental is at your own risk. Mooijekind Fietsen is not liable for damage and/or injury during the rental period.
- We rent bicycles per day, not per hour or half days.
- A one-day bicycle rental period runs from morning to evening, whereby the bicycle must be returned during Mooijekind Fietsen's opening hours. Please check our opening hours prior to departure!
- Your booking may be cancelled, providing you cancel at least 48 hours in advance. The rental sum will subsequently be refunded, minus 25% costs.
- Rental bicycles must be returned within the agreed period. If this is not possible, or you wish to extend the rental period, you must inform Mooijekind Fietsen prior to the end of the rental period. Failure to do so will unfortunately result in a fine. The fine is 1.5 times the rental amount for the first day's rental plus the bicycle rental costs for the additional day(s) that the bicycle is in your possession.
- Mooijekind Fietsen will supply the customer with the (electric) bicycle, together with the agreed accessories and specifications, in addition to the equipment that is mandatory in the Netherlands. The bicycle will also be supplied clean, well-maintained and (insofar as is known or manifest to Mooijekind Fietsen) in good technical working order. Electric bicycles are supplied with a fully charged battery.
- Our bicycles are suitable for 1 adult. The carrying of passengers/riding by multiple persons is not permitted. This excludes children weighing up to 25 kilograms, who may be transported on the rear of the bicycle in a child seat.
- The customer must attach any luggage to the rental bicycle with due care.
- The customer must treat the rental bicycle with due care and in accordance with its purpose. Mooijekind Fietsen will inspect the bicycle for damage immediately upon its return by the customer. This applies equally upon bicycle return to Mooijekind Fietsen or an alternative location.
- In the case of an electric bicycle, the customer must treat the charger with due care and charge the battery on a regular basis.
- It is forbidden to use the rental bicycle on a track or terrain for which the bicycle is unsuited. Our bicycles may NOT be ridden on the beach. Failure to observe this rule will result in the levy of a cleaning fee of €50 per bicycle.
- The bicycle must be locked using the locks supplied whenever it is left unattended. Attach the bicycle to a fixed object wherever possible.

»

- The customer must return the bicycle in the same condition as it was supplied. This means, for example, that the customer must undo any modifications made to the bicycle.
- It is possible to insure the rental bicycle against theft. Any payment shall be made based on the bicycle's current market value. A condition for the insurance is that the theft is reported to the competent authority and that the bicycle was locked at the time of theft (the customer must supply the bicycle key). Unfortunately, bicycle accessories are not covered by the insurance.
- If the bicycle is visibly damaged, out of action, or missing, the customer must follow the following instructions:
  - Customer must immediately contact Mooijekind Fietsen;
  - Customer must follow Mooijekind Fietsen's instructions;
  - Customer must provide Mooijekind Fietsen or their insurer with all relevant documents and information, either on the customer's own initiative or upon request.
- In the event of a roadside breakdown, we will first contact another bicycle rental company/bicycle shop in an effort to resolve the problem. Should this prove unsuccessful, then we will come and collect you or deliver a replacement bicycle to the breakdown site. Obviously, this is only possible in locations that are accessible by van (thus not in the dunes or on an inaccessible cycle path for example).
- The rental bicycle will be repaired immediately, unless not reasonably possible. In this case, we will provide a replacement bicycle that is as equivalent to the original rental bicycle as possible.
- In the event that the breakdown of the rental bicycle is attributable to the customer, the repair, transportation and/or replacement bicycle costs will not be reimbursed by Mooijekind Fietsen. In this case, the customer will be liable for all costs incurred.

We wish you a pleasant bike ride and hope that you enjoy cycling in our beautiful surroundings.