

Terms & Conditions

The hiring of bicycles from Rent-a-Bike Azores (RaBA) implies the acceptance and signing of the general terms of rental by the customer (C).

1. The C is responsible for any damage to property rented as well as the total or partial loss of them. To ensure this situation, all bikes are subject to a bond.
2. Technical assistance (or otherwise) arising out problems during the rental period, are not included in the price paid.
3. The use of the bicycle is the C responsibility and the company is not liable for damage caused to him self or to others.

Booking

1. Hiring bicycles and equipment from RaBA is subject to pre-booking by e-mail or telephone (from 9 am to 10 pm 7 days a week).
2. Rental equipment and bicycles may be delivered and collected at any chosen place by the customer and previously agreed on in accordance to the terms and availability of "Delivery & Pickup", or they may be picked up and returned at any of RaBA Rental Points.
3. The "Delivery & Pickup" service is requested for by the customer at the time of booking the equipment; the cost for providing this service, which varies according to the agreed delivery and pickup point, will be added up to the rental price.
4. At the end of the rental period, the bicycles and the equipment have to be returned at the previous agreed point. They shall never be handed to unauthorised individuals by RaBA.
5. In case a C wants to exceed the previous agreed number of hours or days of rental, he shall get in touch with RaBA at mobile phone number +351 919016135. He shall be charged for the amounts foreseen in the pricelist.
6. To hire bicycles and equipment, an advance booking has to be made by mobile phone +351 919016135 or by e-mail: info@rentabikeazores.com.
7. The advance booking of bicycles and/or equipment is kept upon payment of 30% of

the total cost until 24 hours prior to its rental. Unless said payment is made in due time, RaBA reserves the right to cancel the booking.

Payment

1. RaBA accepts the following forms of payment: cash; bank wire transfer (prepayment); PayPal (prepayment - plus 3% of the transferred amount)
2. 30% of the payment is made on booking and the remainder 70% on collected of bicycles and equipment.
3. The customer signing the contract has to be 18 years of age. Minors must be accompanied by an adult.

Security Deposit

1. The collateral is one way of ensuring that bikes and equipment are returned in the same state and shape as at the time of rental.
2. RaBA accepts the following as security deposit: a preset sum of money; or the customer's identification document plus a sum of money of less value.
3. If any damage or loss, whether partial or full, is detected upon returning bikes and equipment, a cash amount will be charged as set out in the Securities.
4. If the deposit is made in cash and the damages are greater than this value the C shall deliver the amount missing.

Cancellation

1. The 30% booking fee paid is not given back in case of cancellations within 7 days prior to rental date.
2. RaBa accept a reduction in the number of rental days since notified 24 hours in advance by mail or telephone.
3. RaBA is not responsible for prevention of cycling due to weather conditions.

Bicycles and Equipment

1. The hired bicycles and equipment may only be used by the contracting individual and the respective individuals indicated in the contract.
2. The customer shall ensure the proper use of bicycles and equipment in order to prevent damage, losses and robberies.

In the case of loss, stolen of pieces or damage to equipment and bicycles, will be charged the amount according with the price table*.

3. The customer is obliged to use the lockers provided at the time of hiring when parking the bicycles, tying the bike to any fixed object or using a proper parking for bicycles when available.
4. The C is responsible for the equipment during the rental period and must follow the safety advice from RaBA. He is responsible for the lost and robberies of any pieces, bicycles and accessories.
5. RaBA is not responsible for personal injuries, damage caused by a third party and accidents caused by weather and any other causes beyond the company's control.

Self-Guided Bike Tour

1. RaBA provides maps of the route and phone with local number to contact in case of SOS to minimize the risk of customers getting lost en route.
2. RaBA is not responsible for the lack of customer orientation and consequent misunderstanding on the way to realize.

*Price Table in case of damage or parcial loss:

Lock or Lock Key 12,5€;
Spokes 3€;
Pump 20€;
SOS KIT purse 30€;
Tools 12€;
Tube 6€;
Tire 15€;
Saddle 40€;
Pedals 22€;
Chain 25€;
Helmet 25€;
Wheel 200€;
Scrapes and risks 45€.

Price Table in case of use:

Tube 1,5€;
Compresses air 2€.

Price Table in case of Total Loss:

Junior Bicycles 450€
Regular Mountain Bike 500€;
Mountain Specialized Bike 750€;
MTB Pro bikes 900€
Electric Bike 1.500€