



## **EBIKE RENTAL CONDITIONS**

The lessee (CLIENT) of our bicycles undertakes to:

- Make good use of the bicycle and the equipment used.
- To respect the rules of the road.
- Adapt the speed to the road you are traveling on, leaving enough space between the members of the group, and facilitating the overtaking of the rest of the vehicles.
- To respect private properties.
- Respect the environmental regulations and conservation of the environment.
- Do not manipulate the bicycle. If you have any incident, contact Aventurate Sierra de las Nieves on the telephones (+34) 634 85 46 41 or 669 73 44 69 informing us about the incident and we will tell you how to proceed.
- In case of failure of the bicycle, the lessee must contact Aventurate Sierra de las Nieves at the contact telephone number provided at the beginning of the rental for emergencies. If the damage is attributable to the company this service will have no cost. Otherwise it will be priced at 25€ / hour + spare parts. If the damage is attributable to the company and it is not possible to carry out the route or replace it with another, Aventurate Sierra de las Nieves undertakes to refund the amount satisfied, as long as it has not exceeded more than half the contracted time.
- In case of accident, start the established protocol. If it is not possible to contact Aventurate Sierra de las Nieves you should call emergency telephone number 112.
- In case of non-compliance with the contracted schedule, the excess will be charged, and a € 10 penalty for each hour of delay on each bike. Excesses greater than 20 minutes will be charged for the full hour.
- If the rented material or bicycle is delivered before the end of the contracted rental time, it will not entail a refund of the amount proportional to the time remaining.
- **Our bicycles rental includes the following at no additional cost accessories:** Helmet, air pump, reflective bib and bag with spare camera and disassemblers, bicycles are equipped with bottle holders. The contract holder assumes the responsibility to return the bicycle as it was delivered, in perfect condition, including accessories.



- **AVENTURATE SIERRA DE LAS NIEVES DOES NOT OFFER COVERAGE IN CASE OF A RENTAL BICYCLE ROBBERY**, the responsibility for the theft lies exclusively with the CUSTOMER who sign the rental agreement. In case of theft, you must pay the value of the bicycle at the current market price. Likewise, the owner reserves the right to claim against the user of the bicycle in case of improper use or non-compliance with traffic regulations.
- **DEPOSIT:** The lessee (CLIENT) must pay a deposit of **€ 150** per reservation when picking up the rental bike. The deposit will be returned at the end of the contract. The personnel receiving the material at the end of the rental will determine according to its criteria if it proceeds to make the refund of the deposit. **THE DEPOSIT DOES NOT APPLY FOR THE AVENTURATE GUIDED ROUTES.**
- It is recommended to pay the deposit with a CREDIT / DEBIT CARD. In this way it will be possible to retain the amount provisionally and once the bicycle is returned back it will be much faster and easier the refund of the amount paid as a deposit.
- Aventurate Sierra de las Nieves has a Liability insurance.
- Aventurate Sierra de las Nieves, has a Collective Accident insurance for bicycles lessees. This insurance is valid exclusively during the rental period of the bike. Covers only and exclusively the user of the rented bicycle included in this contract.
- The lessee of the contract manifests that the users of the contract are in perfect health conditions to ride bicycles. Assumes his responsibility in case of circulating with the bicycle with health of any nature problems.
- The lessee is aware of the obligation to circulate with the helmet on interurban roads, except for minors, who must carry it both in the city and in interurban roads. Aventurate Sierra de las Nieves ALWAYS recommends the use of a helmet, to prevent or minimize possible accidents. **ANY PENALTY OR DAMAGE CAUSED BY NON-USE OF THE HELMET WITH OUR BIKES WILL BE THE USER'S RESPONSIBILITY.**
- Minors can make use of the Aventurate Sierra de las Nieves bicycles.  
As long as the person who has parental authority or legal guardianship of the minor signs a statement declaring himself responsible for all damages. Whether caused directly or indirectly by the minor as a consequence of the use of bicycles. In addition, minors must be accompanied at all times by someone of legal age who is responsible for the correct use of the rented bicycles.
- We recommend to use of appropriate footwear and clothing for cycling. It is also interesting to bring a minimum supply of water and some food during the tours.



## HOME RENTAL CONDITIONS

In addition to the conditions mentioned above, the client who is given a bicycle outside the facilities of Aventurate Sierra de las Nieves undertakes to:

- At the time of delivery of the bicycle, before using it, review and communicate any damage. The moment the bicycle registers in its memory that it has exceeded delivery mileage, and not having communicated any incident previously, the responsibility lies with the lessee (CLIENT).
- A document will be sent with each bicycle with the instructions for use, environmental standards and recommendations to be complied with.
- You will only handle the bicycle when it is indicated on the cardboard with the assembly instructions. It is recommended for any questions that may arise call before handling at (+34) **669 73 44 69** or at **634 85 46 41**. Since the manipulation of parts does not authorized will be the responsibility of the client.
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## CANCELLATION POLICY

- **In case of cancellation** of the activity (s) by the client, the amount will be refunded, minus the management and organization expenses which will be the following: 40% if the cancellation occurs in the 36 hours prior to the activity and 15% if the cancellation is made before the 36 hours prior the activity. In case of canceling the activity with less than 36 hours in advance the client will lose 100% of the amount of the activity.
- **The non-presentation** to the activity implies the complete loss of the money.
- In the event of any conflict that should be resolved in court, both parties will submit to the jurisprudence of the courts of the city of Malaga.
- **To communicate the cancellation you must contact Telf. Whatsapp (+34)634854641 or email: info@aventuratesierradelasnieves.es and receive confirmation of reception and cancellation of the reservation.**



## What is an Ebike?

An electric mountain bike, but...

What does this mean?

It is a bike with pedaling assistance, it says you have a help/ a push while you pedal, but if you stop pedaling, the bike stops attending (It's a bike, not a motorcycle) will also stop attending when exceeds the maximum speed allowed for these 25km/h vehicles.

It is the future of cycle tourism, because it is like a traditional bicycle but that helps you in the challenges or goals that you propose and that without assistance would be difficult to get if you don't have a good physical form. It will permit you reach your goals with a moderate effort.

## Battery and autonomy

The bicycles that we own in Aventurate Sierra de las Nieves have 625 watts batteries.

Batteries take an average of 4 hours to be charged and do not need to be complete downloaded, but above all they should NOT be left fully discharged more than a day, they could break down.

A battery has a lifespan of 600 to 700 loads.

Autonomy is highly variable, as it depends of various factors, such as the mode used, the weight of the cyclist, the difficulty and unevenness of the itinerary ... But we could say that between 40 and 120km.

## Ebike For Who?

Anyone can enjoy an Ebike, you just need to have a minimum of physical capacity and choose or be advised to make an adapted route to your level. With which to make the most of the potential of the electric bicycle.

- From regular cyclists who train and improve your long distances without excessive physical effort.
- Occasional cyclists, who can cycle longer and / or harder routes with less physical effort.
- Novice Cyclists, who want to start in the nature, but they don't have an adequate physical capacity to enjoy the activity and achieve their goals.

## Types of assistance

The bicycles that we own in Aventurate Sierra de las Nieves have four types of assistance from lowest to highest: **Eco**, **Tour**, **Emtb** and **Turbo**

To adapt to the level of demand of the route.

**"Walk"** mode

It is designed for when it is impossible to pedal and you have to push the bike and it activates holding down the display.