

RIDE ZERO STRESS!

Activate the "Worry-Free Ride" Assistance Coverage

Protect your tour from any unexpected events on the road. This formula is an assistance and damage coverage service provided directly by the bike rental, valid from the very first minute of use (even for hourly or half-day rentals):

Bicycle Type	Single Fixed Rate (Per Bike)
Traditional MTB (Mechanical)	5 €
All E-Bikes (Front & Full Suspension)	15 €

What does the coverage include?

Quick SOS Flat Tire Assistance: If you get a flat tire, we will come to you: we will repair the bike on the spot or provide a replacement bike so you can continue your ride immediately! (Call-out and Labor are FREE from 08:30 AM to 18:00 PM). The customer is strictly required to reach the nearest point accessible by our rescue van.

Accidental Damage Protection: You are fully covered for accidental damage to bike components, scratches, or accidental falls (workshop labor included) up to a maximum limit of: 200 € for all E-Bike models and 100 € for Traditional MTBs.

What is strictly excluded? Frame breakage or cracks, total or partial theft of the vehicle, loss of the bike or any of its accessories.

What do you risk WITHOUT ASSISTANCE COVERAGE?

If you choose not to activate the coverage, in the event of a flat tire or damage, all rescue and repair costs will be charged immediately on a pay-per-use basis, regardless of your rental duration:

Van Call-out Fee: 30 € (within 10 km) | 50 € (between 10 and 20 km) | 100 € (over 20 km from our shop).

Mechanic Labor Rate: 35 € per hour (calculated from the moment the van departs from our shop until its definitive return).

Replacement Parts: 100% of the cost based on the manufacturer's official price list.

Real Example: If you rent an E-Bike for just 2 hours and get a flat tire 12 km away from our shop after 20 minutes:

WITHOUT COVERAGE YOU PAY: 50 € (Call-out) + 35 € (1h Labor) + 15 € (Inner tube) = **100 € total bill.**

WITH "WORRY-FREE" COVERAGE YOU PAY: 0 € (the intervention is completely covered by the small fixed).

Avoid unexpected expenses and enjoy your ride. Activate the service before leaving!

RENTAL AGREEMENT – SUPPLEMENTARY TERMS AND CONDITIONS FOR ASSISTANCE COVERAGE

These clauses supplement the main bike rental agreement and regulate the economic relations in the event of breakdowns, flat tires, or damage caused to the rented bicycles.

Art. 1 – Optional "Worry-Free" Vehicle Coverage and Operational Limits: The optional subscription to this coverage is paid via a single fixed daily rate (Traditional MTB: € 5.00/day | All E-Bike models: € 15.00/day per individual bicycle). This amount is understood as a minimum fixed and indivisible fee, due in full regardless of the hourly duration of the rental (including hourly or half-day rentals) and the length of the route traveled. Its activation guarantees the lessee the waiver of call-out fees for the rescue vehicle (exclusively related to tire punctures) and the waiver of hourly mechanical labor costs on-site or in the workshop.

• **1.1 Availability and Hours:** The van rescue and assistance service is active exclusively during the official opening hours of the rental shop, specifically from 08:30 AM to 18:00 PM. Outside this time frame, the rescue service is not guaranteed and any related management costs will be entirely borne by the lessee.

• **1.2 Logistical Accessibility Limits:** Roadside technical assistance is provided strictly and exclusively within the limits of accessibility for the staff's vehicles. If the event occurs on rough trails, mountain single-tracks, or routes inaccessible to ordinary motor vehicles, it will be the precise duty and care of the lessee to wheel or push the bicycle at their own expense to the nearest accessible road point for the rescue vehicle.

• **1.3 Maximum Limit and Damage Restrictions:** The coverage includes waiver of compensation for accidental damage caused to the bicycle components (labor included) up to a maximum limit of € 200.00 for E-Bike models and € 100.00 for Traditional MTBs. The following are strictly and expressly excluded from the coverage and remain entirely the responsibility of the lessee: frame breakage or cracks, total or partial theft of the vehicle or its accessories, and any damage related to third-party civil liability or personal injuries. If the cost of replacement parts exceeds the reference limit (€ 200.00 or € 100.00), the lessee will be required to settle the entire excess amount upon return.

• **1.4 Lessee Obligations and Forfeiture:** In the event of a flat tire or breakdown, the lessee is strictly required to stop riding the vehicle immediately and promptly contact the emergency assistance number. It is strictly forbidden to proceed with autonomous repairs, disassembly, or modifications to the vehicle without the prior verbal or written authorization of the rental staff. Continued use of the vehicle in a broken/damaged state or performing unauthorized DIY interventions will result in immediate forfeiture of the coverage, leaving all damages entirely to the account of the customer.

Art. 2 – Pay-per-use Regime for Customers WITHOUT Assistance Coverage: The lessee who explicitly chooses not to subscribe to the coverage referred to in Art. 1 assumes all economic and logistical risks related to the vehicle, regardless of the hourly duration of the rental. In the event of a flat tire, mechanical failure, accident, or damage rendering the bicycle unusable, the following cumulative costs will be charged and invoiced upon return:

• **2.1 Fixed Rescue Vehicle Call-out Fee:** A fixed fee for moving the company van equal to € 30.00 (within 10 km), € 50.00 (between 10.1 and 20 km), and € 100.00 (over 20 km from our shop).

• **2.2 Hourly Mechanical Labor Rate:** A fixed workshop rate equal to € 35.00/hour (fractionable and calculated in 30-minute intervals). The computation runs from the exact moment the technician departs from the rental shop until their definitive return, including travel time and on-site or workshop processing time.

• **2.3 Replacement Materials:** Debit of 100% of the commercial value of the spare parts and components necessary to restore the original state of the vehicle, calculated according to the official manufacturer price list.

SIGNATURE 1 (General Acceptance of the Module):

For acceptance of the overall contractual conditions of the assistance service:

Lessee Signature: _____ Date: ____/____/____

SIGNATURE 2 (Specific Approval of Restrictive Clauses - Italian Civil Code Art. 1341 & 1342):

*Pursuant to and for the purposes of Articles 1341 and 1342 of the Italian Civil Code, the Lessee declares to carefully read and specifically approve the following articles and related economic limitations or forfeitures: **Art. 1 (Fixed/indivisible rate); Art. 1.1 (Service hours); Art. 1.2 (Logistical limits); Art. 1.3 (Exclusions and maximum damage caps €200 E-Bike / €100 MTB); Art. 1.4 (Obligation to stop and forfeiture); Art. 2 (Pay-per-use rates).***

Lessee Signature (for specific approval): _____