

TERMS AND CONDITIONS – BIKE KEKEC

1. If you wish to rent our equipment, you must first agree with our terms and conditions as listed and described below.
2. The rental price is only valid for consecutive days of renting. If the customer wishes to extend equipment rental on the last day (on the day of returning the equipment or even later – returning the equipment too late), the rental pricelist once again restarts from the first day.
3. Bad weather or other factors during the rental period do not waive or reduce the rental price.
4. In case of illness or injury during the rental period, the following rules apply provided that the doctor's certificate is submitted:
 - A) Equipment must be returned immediately.
 - B) No price recalculation to the day of issuing of the doctor's certificate.
 - C) The money is reimbursed until the day of issuing of the doctor's certificate for all prepaid days.
5. If the customer claims illness or injury but does not submit the doctor's certificate, rental fee is charged in full amount and the customer not entitled to any reimbursement.
6. Our equipment is not insured for cases of damage or theft. If it gets stolen, theft must be reported at the police station immediately and the consequent police report must then be submitted to one of our rental shops as soon as possible. Time of rental does not stop until the end of the planned rental and the customer is obliged to pay the full amount of the damaged/stolen equipment estimated value.
7. In case of damaged equipment, either deliberately or due to negligence, the customer will be charged full price of repair.
8. A half-day's rental can only be valid for one of the following options:
 - A) 9am–2pm or
 - B) 2pm–7pm.
9. We cannot accept responsibility for any potential incidents.
10. Rental prices are calculated based on selective choice of the customer as per selected equipment category, rental period/duration and potential promotions or special offers. All prices include VAT.

11. Payment must always be made in advance, either at the time of reservation or on the first day of rental. Payment can be made with cash, debit or credit card (VISA, MASTERCARD, DINERS, EC Maestro).

12. Cancellations: In case of illness or any incident during the rental period, conditions remain unchanged and the rental proceeds uninterrupted. Only the equipment of the customer in question can be returned and the price is recalculated to the actual equipment rental (only when the doctor's certificate is provided by the customer). The customer has the right to cancel services where (s)he has ordered them. In case this happens, Bike Kekec is entitled to expenses' reimbursement due to services cancellation. Amount of said reimbursement depends on the time in which the customer has submitted the cancellation. If the customer cancels ordered services, (s)he is obliged to reimburse administrative expenses of 5,00 € per person. The amount of reimbursement for the expenses of cancelled services depends on elapsed time before the day of services' beginning in which the customer has given notice or otherwise cancelled services:

- 14 until 2 days before the day of services' beginning – administrative expenses
- final 48 hours until services' beginning – 100 % of the services' cost

13. Personal data: Bike Kekec (24-7 d.o.o.) processes your personal data solely for the purpose of our services (rental, servicing/maintenance, carrying out courses or excursions) and strictly observes the local personal data protection. Sensitive data (height, weight, date of birth) are absolutely necessary for the appropriate equipment settings which we select and set as per international standard Z Value to ensure proper and safe performance of our equipment in case of emergency. This data will be kept as confidential and later be deleted in due time as directed by the law.

14. Bike Kekec (24-7 d.o.o.) cannot be responsible for any possible delays in providing reserved equipment so far as such delays are due to factors for which we are not directly responsible: incidents and/or accidents, other customers being late with their equipment returns, changes in lists of rules or legislation, equipment damage etc. Should such circumstances arise, Bike Kekec (24-7 d.o.o.) will try to the best of its ability to provide the customer with equivalent or better solution, based on and enabled by the stock of equipment in our shop network.

15. CUSTOMER'S CANCELLATION OR CHANGE OF ORDERED SERVICES

The customer has the right to cancel services where (s)he has ordered them. In case this happens, Bike Kekec is entitled to expenses' reimbursement due to services cancellation. Amount of said reimbursement depends on the time in which the customer has submitted the cancellation. If the customer cancels ordered services, (s)he is obliged to reimburse administrative expenses of 5,00 € per person. The amount of reimbursement for the expenses of cancelled services depends on elapsed time before the day of services' beginning in which the customer has given notice or otherwise cancelled services:

- 14 until 2 days before the day of services' beginning – administrative expenses
- last 48 hours until services' beginning – 100 % of the services' cost

16. Any potential disputes will be resolved in the Jesenice District Court. Our customers are kindly asked to use our equipment appropriately and with due respect. Thank you for your trust!

