

Terms and Conditions Bike Rental

1. Application

The bike rental service is provided by the Company Suso Bike GmbH (henceforth called leaser) based in 8880 Walenstadt who are owner of the rental bikes. The general terms and conditions are an integral part of the rental contract. With the renter's signature they confirm to have read and accepted the hereby listed terms and conditions.

2. Contract

The contract parties are Suso Bike GmbH and the renter.

3. Handing over of Bikes

The rental bikes are returned to the renter clean and fully functioning. Complaints made by the renter must be stated before accepting the bike. The renter must provide an official photographic document (Passport, Personal ID, Driver's licence etc.).

4. Return of Bike

The bike must be returned before the deadline stated in the contract at the given place of return within opening hours of said return place. The renter will be charged for any late drop-off as well as wrongly placed bikes as well as potential follow-up costs. The whole rental equipment (including helmets, children's seats, keys, etc.) must be returned entirely in fully functioning order. Potential loss or damage of said equipment will have to be covered by the renter.

5. Extension of Rental

An extension of the rental agreement is to be approved of by the lessor before the expiry of the rental period. The lessor can choose not to extend the rental without any further reasoning or explanation. The total cost of such an extension will be calculated anew and is due to be paid, latest upon return of the bike

6. Minimum Age of renter

Children under the age of 16 must be accompanied by an adult. A bike rental for children below the age of 16 is legally only possible with a written permission of a parent or legal guardian.

7. Service and Price

The official price at any time is the price stated in the brochure of the lessor; that includes any discounts published within said brochure.

8. Cancellation

Up to 24 hours prior to the start of the rental a confirmed reservation can be cancelled or changed free of charge. Any cancellation less than 24 hours in advanced will be considered as a "no-show" and the full price according to the actual price list will be charged. In the case of a premature termination of the rental there will be no refund of the remaining rental time.

Special conditions for groups:

	5 days in advance	3 days in advance	24 hours in advance
up to 5 E-bikes	0%	0%	50%
up to 15 E-bikes	0%	20%	50%
upto 30 ebikes	20%	50%	100%
30 E-bikes plus	20%	50% mind. 300.00 CHF	100% mind. 300.00 CHF

In the case of a "no-show" by the renter the full price will be charged.

9. Liability and Insurance

9.1 Liability Insurance

Insurance (accident, property, and personal liability) is the responsibility of the renter. By concluding the rental agreement, the renter confirms that they have liability insurance and thus sufficient coverage for the risks associated with riding a bicycle or e-bike. Liability also extends to damage costs such as expert assessment fees, depreciation, or rental loss costs. Accidents and falls resulting in property damage must always be reported

immediately to Suso Bike GmbH. If personal injury occurs and/or property damage is caused to third parties, or if a third party is involved as a possible (co-)causing party, the police must be contacted immediately, and an accident report must be completed. A copy of this report must be sent to Suso Bike GmbH.

9.2 Defects

In the event of defects during the rental period the renter can exchange their bicycle for an equivalent vehicle at the eBike station.

In all cases, the renter is responsible for transporting the bicycle back to the return location.

9.3 Liability

The customer is primarily liable in accordance with the provisions contained in these Terms and Conditions and, secondarily, in accordance with statutory provisions if they damage the rental vehicle, fail to return it properly, steal it, or violate their obligations under these Terms and Conditions. The customer's liability also extends to incidental damage costs, such as expert fees, repair costs, or loss of use.

9.3 Damage, Theft and Loss

The renter is obligated to report any damage or loss to the rental company.

The renter is liable for all damage to the rental vehicle and its accessories caused during the rental period, including damage caused by falls, vandalism, natural disasters, tampering, accidents (e.g., broken glass), transport damage, or improper or unintended use. The costs for minor damage and material loss will be charged directly to the customer by the rental company according to the official price list. The renter is liable for any theft or loss of the rental vehicle or accessories during the rental period. The vehicle must always be secured. Any loss will be charged to the renter at the replacement value. If the renter hands over the vehicle to a third party, they are generally liable for damage and consequential damage to the vehicle caused by third parties.

10. Use and Rules

The general rules of traffic must be followed at any time and the bicycle must be used with care according to its purpose. The renter is liable for any damage caused by carelessness or improper use of the rented item. It is forbidden to use the items for any purposes other than that intended, such as the transport of more than one person (be that on the handlebar or on the baggage carrier) or the attempt of running over obstacles that is likely to cause damage to the bike. The rented bikes must not be used for racing purposes.

11. Applicable Law and place of jurisdiction

This contract exists under Swiss Law. The sole place of jurisdiction is Walenstadt SG.

Walenstadt, July 19, 2025

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I hereby confirm to have read and accepted the terms and conditions.

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I hereby confirm that the bicycle, the gear shift, the brakes, the general handling, and all technical aspects have been explained to me and that I received the bike in impeccable conditions.

Date / Place

Signature
