

Seasonal Rental Basic Package (free of charge)



Rent a Bike works with third-party partners in a simple cooperation model. Rent a Bike provides a **complete service** for their e-bike rental as part of this offer. Businesses and regions can present themselves as e-bike destinations. Become part of our nationwide network of competent and well-located rental points.

Your advantages

- Flexible seasonal rental period (5 - 12 months)
- Complete service for e-bikes
- TOP e-bikes from the brands FLYER, Tour de Suisse and Stevens Bikes
- Delivery and collection of the e-bikes
- Refinancing of rental costs through letting
- National marketing included, Switzerland-wide network
- Handbook with tips for renting

Rent a Bike AG

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General information

The seasonal rental of e-bikes has been managed by Rent a Bike AG since 2014. Businesses and regions can present themselves as e-bike destinations. The advantages of the nationwide network of competent and well-located rental points, with around 4500 rental bicycles/e-bikes, are thus further expanded:

- tourist, cultural and scenic highlights are accessible throughout Switzerland without a car.
- Sport and pleasure can be combined
- Delivery, support, communication from a single source

Rent a Bike services

- E-bike rental to partner incl. delivery
- Winter service and repairs
- Publication as e-bike rental station: website rentabike.ch and schweizmobil.ch
- Newsletter contribution at the start of the season (30,000 addresses)
- Integration on the Rent a Bike folding map (entry deadline January)
- Handbook for rentals
- Operating instructions for the various e-bikes

Prerequisite seasonal rental partner

Hire: min. 2 e-bikes

Duration: min. 5 months

Requirements:

- Reservation and information via own website
- Hand over e-bikes to customers independently
- Instruct clients
- Carry out simple maintenance

We provide the material and organise the communication measures. To ensure that the guests are enthusiastic and well looked after, we need informed and competent partners. This handbook is intended to provide you with the necessary information on your tasks and on how to handle the rental e-bikes.

TIP: Designate a person in your company who is responsible for the rental e-bikes.

Communication

Rent a Bike seasonal rental partners are included in the communication and are thus networked throughout Switzerland as partners of Rent a Bike.

Communication of the seasonal rental partners

- Include e-bike rental everywhere in own communication (POS, counter, website, tourist info, cooperations etc.)
- Set up POS set
- Attach adhesive to door, place folding cards. You can order stickers and folding cards free of charge from Rent a Bike.
- Use positive image transfer, put clean bikes in a clearly visible place.
- Designing own, innovative offers on site
- You can place your own advertising on the vehicles. At the end of the season, the e-bikes must be returned to their original condition.
- Logos and emotional images can be requested from Rent a Bike.

rentabike.ch

All seasonal rental partners are automatically listed on the rentabike.ch website as Rent a Bike rental stations. The rental is processed directly via the seasonal rental partner.

At the beginning of the new season, all seasonal rental partners are mentioned in the newsletter (approx. 30,000 addresses). Further newsletter contributions can be booked in addition. Price information on request.

swissmobile.ch

All seasonal rental partners are represented on schweizmobil.ch under "Rent a bike or e-bike in Switzerland". Interested parties are linked directly to the seasonal rental partner's website to make the booking, their business is described and contact details are listed.

For detailed tour planning, you can recommend the schweizmobil.ch website or APP to customers.

Fold-out card "Your rental bike in Switzerland".

St.	Station	Telefonnummer	E-Bike City	E-MTB	Multisport Standard	MTB Hardtail / Fully Die	Kinder-/Familienangebote	Lanzettlinie
B	Aarau Bahnhof SBB	nur Rückgabe						
AA	Affoltern I.E. Emmment. Schaukiserai	034 435 16 11	x					
AB	Airolo / Ambri Rent a Bike (nur auf Reservierung)	041 921 05 75		G				
AB	Airolo Hotel des Alpes	091 869 17 22		x	x			
AB	Airolo Hotel Forni	091 869 12 70		x	x			
AA	Appenzell Appenzeller Bahnen	071 798 50 50	x					
AA	Bad Zurzach Bad Zurzach Tourismus	066 269 00 60	G	x			x	
AB	Basel Bahnhof SBB/Velopark	041 921 05 75	G	G	G	G	x	
AB	Bellinzona Bike Port-Station FFS	091 243 09 78	G	G	G	G	x	
AB	Bern Bahnhof SBB	0849 44 66 88	G	x	G	x	x	
AA	Bern-Eymatt TCS Camping	031 901 10 07	x					
B	Bielasc Stazione FFS	nur Rückgabe						
AB	Biel / Bienne Bahnhof SBB	0849 44 66 88	G	x	G		x	
AA	Bönigen-Interlaken TCS Camping	033 822 11 43	x	x				
AB	Burgdorf Velostation	034 423 42 49	G	x			x	
AB	Burtes Sessellift La Robella	032 884 90 64	G	x				
AA	Château-d'Oex Origine Sports Sarl	078 647 16 54	x					
B	Chur Bahnhof SBB	nur Rückgabe						
AA	Churwalden Intersport Balzer	081 366 25 58	x	x	x			
AA	Davos Dorf Blümla Sport	081 416 73 33	x	x	x			
AA	Einsiedeln Kurger 2-Rad GmbH	065 412 44 01	x	x	x			
AA	Engelberg Bikeschule Engelberg	041 639 54 54	x	x	x			
AA	Flaach TCS Camping	052 318 14 13	x	x				
AB	Fribourg Gare CFF	0849 44 66 88	x	x	x			
AB	Gampelen TCS Camping	032 313 23 33	x	x				
AB	Genève Gare CFF	0849 44 66 88	x	x	x			
AA	Gordvevo TCS Camping	091 763 14 44	x	x				
AA	Grindelwald Intersport Rent Netw.	033 828 77 57	x	G	G	x		
AA	Grindelwald Graf Sport	033 854 88 44	G					
AB	Gstaad Bahnhof MOB	033 744 15 28	x	x	x			
AB	Ins Bahnhof BLS	058 327 24 30		G				
AB	Interlaken West Velostation Bahnhof	033 823 15 34	G	G	G	x	x	
AA	Interlaken Jugendherberge	033 826 10 90		G				
AA	Interlaken TCS Camping	033 822 44 34	x	x				
AA	Interlaken Flying Wheels GmbH	033 567 88 38	G	G	x	x		
AB	Klosters Bardill Sport	081 422 10 40	x	x	G	x		
AB	Kreuzlingen Bahnhof SBB	0849 44 66 88	G	G			x	
AA	Kreuzlingen Tour de Suisse Rad AG	071 696 95 30	x					
B	Landquart Bahnhof SBB	nur Rückgabe						
AB	Langnau I.E. Bahnhof BLS	058 327 60 80	G	x	x			
AA	La Tzornmaz Perraudin Sports	027 306 42 60		x	x	x		
AB	Lausanne Gare CFF	0849 44 66 88	G	x	G		x	
AA	Lauterbrunnen Alpa Sport	033 855 32 92	x		x			

The entire folding map is available on the Rent a Bike website under seasonal rental partners.

As a seasonal renter without a system package, you are listed separately in this folding map, but not marked on the map. This map is available at all rental stations, including tourist offices, during the season. The folding map is now available at all SBB railway stations.

The fold-out card contains the most important information about Rent a Bike, the prices, the stations and some tours. More detailed information can be found on the website.

The card and other advertising material will be sent to you. Please have the cards clearly ready, repeat orders are possible at Rent a Bike.

Rental and prices (indicative only)

The following e-bikes are rented out (the offer varies depending on the rental station). Seasonal rental partners without a system package are free to set their own prices.

E-bike types and price proposal

Valid 01.01.2024 - 31.12.2024 (guideline for seasonal tenants)

Category	1 day	2 days
	Normal rate	
E-bike comfort*	CHF 60.00	CHF 109.00
E-MTB Hardtail	CHF 69.00	CHF 126.00
E-MTB Fully	CHF 89.00	CHF 162.00

*(CHF 5.00 reduction with Half-Fare Card or GA)

Info:

Helmet rental incl. hygiene insert CHF 5.00

1 day rental = calendar day (not 24h)

The above prices are for the information of seasonal rental partners without a system package - these do not have to be adhered to.

Delivery, collection and billing

The e-bikes are delivered as new vehicles and are in impeccable condition. The additionally ordered helmets, baskets, etc. are delivered immediately. The logistics company will notify you of the delivery in good time. We will contact you again regarding collection in autumn. The collection will take place between September and mid-November.

The promotional material is given immediately or sent separately by post later. Supplies can be requested from Rent a Bike at any time.

The seasonal rental always includes 1 battery and 1 charger per vehicle. Additional batteries, chargers or bags must be purchased or rented. The charger can be given to the customer if required.

Rent a Bike uses e-bikes of different vintages and brands. The batteries and chargers are not compatible with each other. For these reasons, there are no charging and changing stations for the Rent a Bike network.

Billing with Rent a Bike

In June, Rent a Bike will invoice the amount for the seasonal rental as well as the purchased items. Payable within 20 days.

Duties and responsibilities for seasonal tenants

E-bikes and accessories are to be made available to the public for tourist rental throughout the season in a well-maintained condition.

Storage of vehicles, vehicle maintenance and repair

The contractual partner undertakes to store the vehicles in closed rooms. The contractual partner shall be liable for the open book value of the vehicles in the event of theft.

Regular vehicle maintenance is the responsibility of the contract partner. The contracting partner undertakes to care for and maintain the vehicles in an impeccable manner.

Repairs are at the expense of Rent a Bike AG. This does not apply, for example, to damage caused by improper use or falling. The contract partner is obliged to have all repairs carried out professionally by the defined service point of Rent a Bike. In the event of theft, other loss of material or defects, please contact us directly.

Reservation and cancellation

The customer reserves and cancels the e-bike directly with you, the telephone number can be found in your communication media, on the Rent a Bike folding card as well as on Schweizmobil.ch and rentabike.ch. You organise the administration of the e-bikes independently, manage the inventory internally and check availability.

Rental contract and GTC's

You create your own rental agreements. We recommend having these signed by the customer. The general terms and conditions of Rent a Bike do not apply, you can develop your own general terms and conditions for the bike rental, use your internal general terms and conditions or adopt the general terms and conditions of Rent a Bike. You will find a sample on the Rent a Bike website under seasonal rental. You can order the pre-printed rental contracts from us.

Collection, means of payment

The payment is usually made when the contract is concluded, i.e. when the bike is handed over. You can organise this process yourself, and you are also free to set your own prices. As the rental station, you decide which types of payment are accepted (REKA cheques, credit card, etc.).

Helmets are rented from Rent a Bike for a daily rental fee of CHF 5.00. Seasonal rental partners are free to charge additional material such as basket, helmet etc. to the clientele at cost.

Liability & Protection package

The partner is fully liable for the material rented from Rent a Bike AG and for its use. Rent a Bike AG rejects any liability in this regard.

Included in the seasonal rental is a **comprehensive protection package** which includes the following services:

- unforeseen and sudden damage and destruction of a rented bike as a result of an accident or fall during use.
- Damage to, destruction or loss of a rented bike as a result of attempted or completed theft.

The following deductible will be applied in the event of a claim:

- Accident events: 10 % of the claims costs, but at least CHF 100.00 per event
- Theft incidents: CHF 500.00 per event

Assistance

Restrictions on the fitness to ride of the rented bike as a result of a breakdown, an accident or an empty battery are covered. A deductible of CHF 100.00 per e-bike will only be charged in the event of an empty battery. A detailed list of the included services and exclusions will be sent subsequently.

Vouchers

Vouchers are a valuable tool in sales promotion.

If you would like to issue your own vouchers for your customers, you can prepare this. Please note clearly: exhibitor, validity, location, value. The discount will be charged 100% to the seasonal rental partner.

The various vouchers such as RailBons and RailChecks from Rent a Bike do **NOT** apply to you as a seasonal renter!

Checklist rental processing

For each type of bike, you will find a brief description of the display on the subpage at renta-bike.ch/season-rental as well as the detailed operating instructions.

Checklist bike issue

Rental processing:

- We recommend that you record the personal details, especially if it is not a guest of your company.
- Advise guests of the minimum age for e-bikes. (older than 16 years or from 14-16 years with moped ID)).
- We recommend that you make the collection at the bike collection point.

Instruction:

- Explain the display, the support as well as the gear shift to the client. These are the most important things for a day trip.
- Point out the theft protection to the guests. Depending on the type of bike, already integrated on the bike.
- Make the saddle adjustment.

Place the heel on the pedals and stretch the leg when the person is sitting on the saddle. If the person is not so experienced with cycling, it is better to lower the saddle so that it is easy to get stale in case of a STOP.

Ermitteln der korrekten Sitzhöhe



Korrekte Sitzhöhe



Kniewinkel oberes Bein
min. 90°, Armwinkel 90°



Knie muss über der Achse des
vorderen Pedals stehen

General:

- **Helmets are not compulsory** for e-bikes up to 25 km/h. We recommend wearing a helmet in any case.
- Drive only on marked roads, do not drive on banned roads
- Respect nature and wildlife rest areas
- Adjust speed, make yourself known in good time.

Bike return checklist

- Are all the keys back?
- Charger returned, if given
- Battery in the bike?
- Bike helmet and other accessories returned?
- Check the e-bike for damage caused by falling. You can charge the guest for this.

Regular condition check

- Wash the e-bikes regularly: can be done wet, e.g. by high-pressure cleaner, or dry. Do not direct the water jet directly at bearing points and cable pulls. Dry off bare metal parts (chain, chain wheels...), lubricate the drive chain and chain wheels.
- Charge the battery for the next customers
- Check the inflation pressure of the tyres (recommended BAR specifications can be seen on the tyres).
- Check the tread of the tyres
- Check the brakes, as well as the brake pads
- Does the circuit work properly?

Repair, emergency, accident, theft

Should a defect be reported or noticed, we recommend the following procedure:

Contact Rent a Bike 041 925 11 70. Depending on the case, we will replace the bike, carry out a repair ourselves or instruct a specialist dealer in the region.

FLYER: <http://www.flyer-bikes.com/haendler-finden>

TOUR DE SUISSE and Stevens bikes : <http://www.tds-rad.ch/haendlersuche.html>

The repair costs are to be borne by the party responsible. If the damage is not charged to the customer, the seasonal rental partner can also be held **liable** (always check the bikes very carefully).

Expenses for warranty work or general repairs are borne by Rent a Bike (Rent a Bike 041 925 11 70 decides on warranty cases). Theft of rented bicycles must be reported immediately to the police and to Rent a Bike.

Battery -Storage

Please charge the batteries regularly, they do not have a memory effect, i.e. the battery does not break down more quickly through frequent charging. When not in use, store the battery directly on the charger or charged in the e-bike. Store the batteries in a dry place at room temperature. A complete battery charge takes approx. 5 hours.

Thank you very much for your cooperation! We wish you a successful season!