

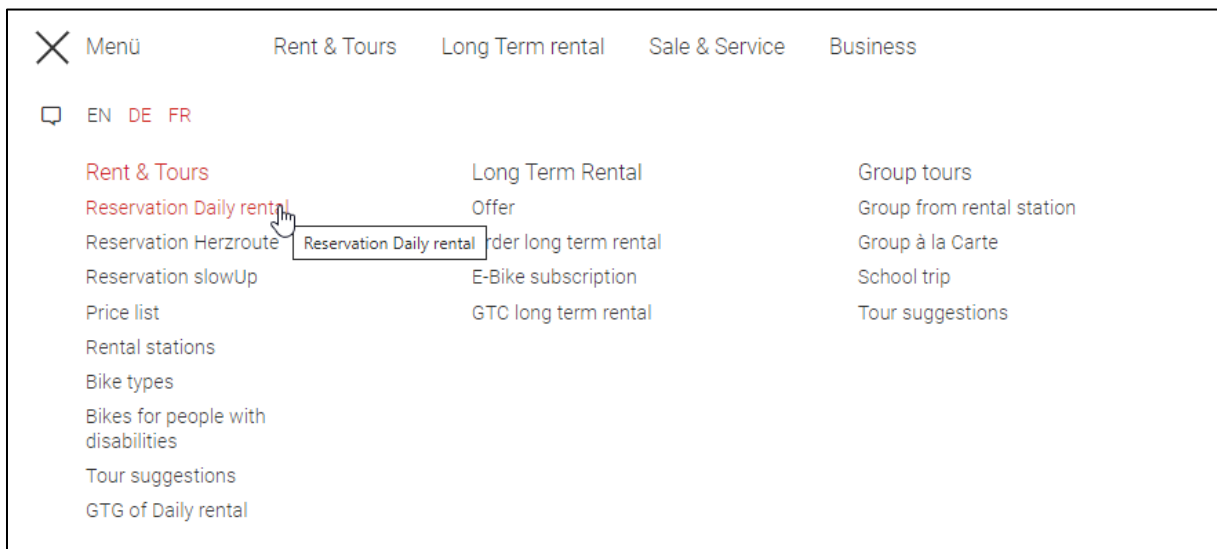


Procedure for cancelling your booking yourself

You can cancel your bookings yourself **up to 48h before the start of the rental period**.

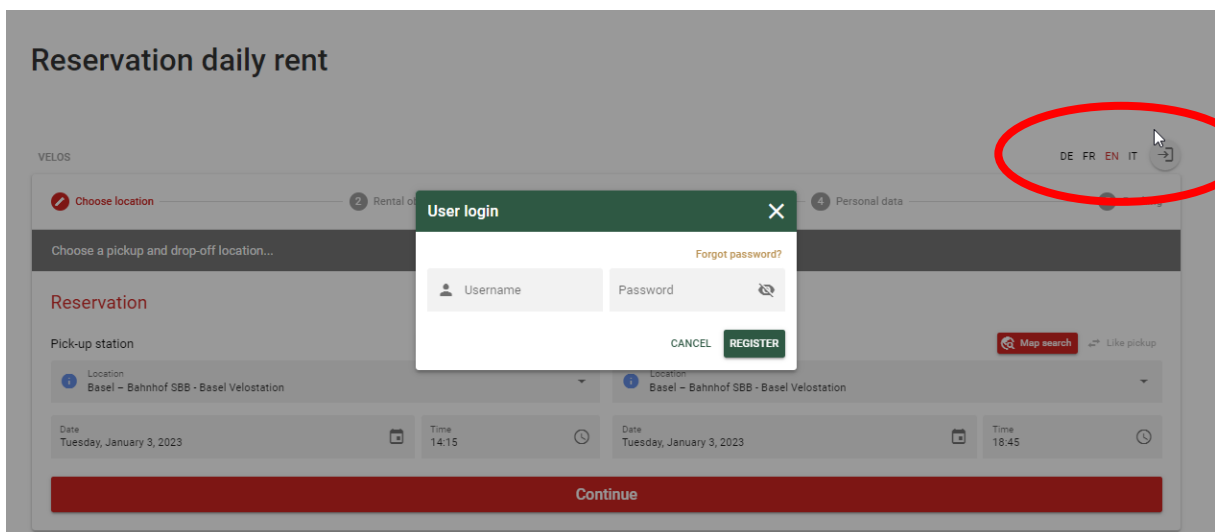
To do this, proceed as follows. You visit the website www.rentabike.ch

Under the heading **Rent & Tours - Reservation Daily rental** you will find the desired menu.



When you make a reservation for a daily rental, a grey **login button** appears on the right. If you click on it, a pop-up window will open to log in to your user account.

*If you have forgotten your password, press the **Forgot password** button to set a new password.*



Once you have logged in, you will be redirected to your user account.

Reservation daily rent

VELOS

DE FR EN IT

1 Choose location 2 Rental objects 3 Accessories optional

Choose a pickup and drop-off location...

Customer data Orders Log out

Reservation

Pick-up station Map search Nearest station Return station Map search Like pickup

Location: Basel - Bahnhof SBB - Basel Velostation

Date: Tuesday, January 3, 2023 Time: 14:15

Location: Basel - Bahnhof SBB - Basel Velostation

Date: Tuesday, January 3, 2023 Time: 18:45

Continue

Click on the "Orders" tab on the right and you will get to the overview of your bookings. Select the order you want to cancel with the green **+** button.

Orders

No.	Collection	Return
<div><div></div><div>85817</div></div>	<div><div></div><div>Rent a Bike Willisau - Herzroute, Vermietstation Rent a Bike</div><div>Fr., 27. Mai 2022, 09:00 Uhr</div></div>	<div><div></div><div>Rent a Bike Willisau - Herzroute, Vermietstation Rent a Bike</div><div>Fr., 27. Mai 2022, 17:45 Uhr</div></div> <div>89,00 CHF</div>
<div><div></div><div>51724</div></div>	<div><div></div><div>Gare transN - Noiraigue, location de vélo "Rent a Bike"</div><div>Sa., 14. Mai 2022, 09:00 Uhr</div></div>	<div><div></div><div>Gare transN - Noiraigue, location de vélo "Rent a Bike"</div><div>Sa., 14. Mai 2022, 17:15 Uhr</div></div> <div>69,00 CHF</div>

1-2 von 2

Click on the button below the order to open the details of your booking.

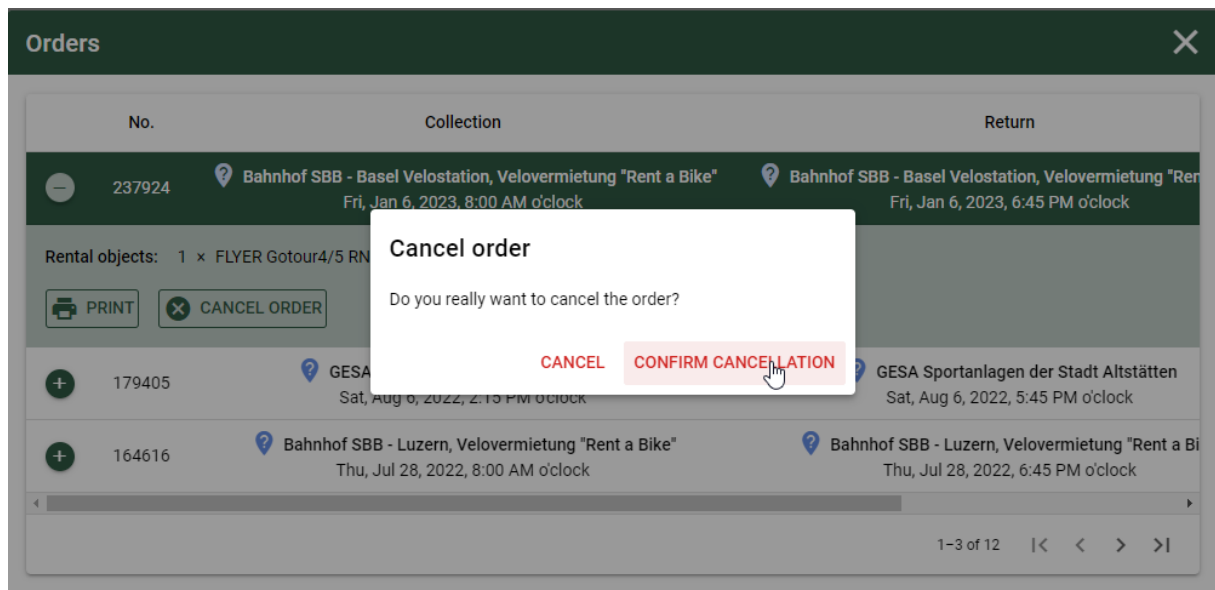
There you press and the button **CANCEL ORDER.**

Cancellation is only possible if the start of the rental period is at least 48 hours in the future.

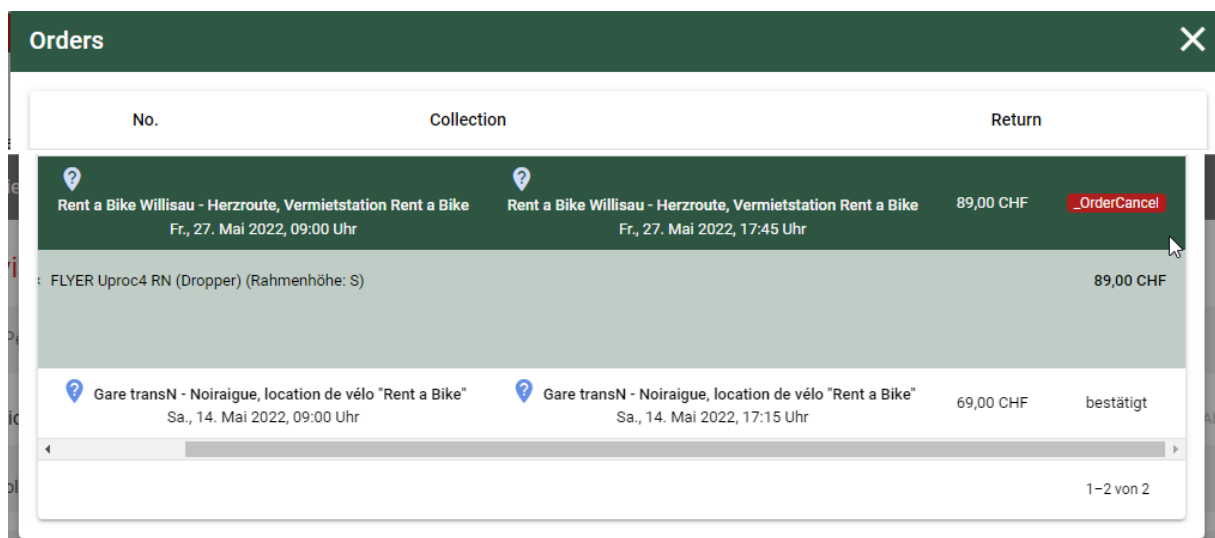
Orders

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The cancellation will only be made when you reconfirm the cancellation.



After cancellation, the status of your booking is set to **OrderCancel.**



You have successfully cancelled the booking.