

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.

\times	Menü	Rent & Tours	Long Term rental	Sale & Service	Business
Q	EN DE FR				
	Rent & Tours		Long Term Renta	al	Group tours
	Reservation Daily re	ուսի	Offer		Group from rental station
	Reservation Herzrou	Ite Reservation Daily	rental rder long term ren	ntal	Group à la Carte
	Reservation slowUp		E-Bike subscriptior	ı	School trip
	Price list		GTC long term rent	tal	Tour suggestions
	Rental stations				
	Bike types				
	Bikes for people with disabilities	ı			
	Tour suggestions				
	GTG of Daily rental				

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.

eservation daily ren	t						
.05							E FR EN IT
Choose location	— 2 Rental of	User login		×	Personal data		•
Choose a pickup and drop-off location				Forgot password?			
Reservation		L Username		Password 🗞			
Pick-up station				CANCEL REGISTER		🔞 Map search	🚓 Like pickup
Location Basel – Bahnhof SBB - Basel Velostation			Ŧ	Location Basel – Bahnhof SBB - Basel Ve	elostation		-
Date Tuesday, January 3, 2023		Time 14:15	G	Date Tuesday, January 3, 2023		Time 18:45	Q
			Cont	linua			

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

Reservation daily rent					
VELOS				DE	E FR EN IT
Choose location	2 Rental o	bjects	Accessories	(Customer data 🚍
Choose a pickup and drop-off location					Orders
Reservation					
Pick-up station	😪 Map search	Nearest station	Return station	😪 Map search	←* Like pickup
 Location Basel – Bahnhof SBB - Basel Velostation 		Ŧ	 Location Basel – Bahnhof SBB - Basel Velostation 		-
Date Tuesday, January 3, 2023	Time 14:15	0	Date Tuesday, January 3, 2023	Time 18:45	S
		Cont	tinue		

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 to button.

Orders	S			×
	No.	Collection	Return	
•	85817	Rent a Bike Willisau - Herzroute, Vermietstation Rent a Bike Fr., 27. Mai 2022, 09:00 Uhr	Rent a Bike Willisau - Herzroute, Vermietstation Rent a Bike Fr., 27. Mai 2022, 17:45 Uhr	89,00 CHF
•	51724	Gare transN - Noiraigue, location de vélo "Rent a Bike" Sa., 14. Mai 2022, 09:00 Uhr	Gare transN - Noiraigue, location de vélo "Rent a Bike" Sa., 14. Mai 2022, 17:15 Uhr	69,00 CHF
				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			×
N	lo.	Collection	Return
e 237	7924	Bahnhof SBB - Basel Velostation, Velovermietung "Rent a Bike" Fri, Jan 6, 2023, 8:00 AM o'clock	Bahnhof SBB - Basel Velostation, Velovermietung "Ren Fri, Jan 6, 2023, 6:45 PM o'clock
Rental object	ets: 1 ×	< FLYER Gotour4/5 RN CANCEL ORDER	

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

Orders		×
No.	Collection	Return
237924	Bahnhof SBB - Basel Velostation, Velovermietung "Ro Fri, Jan 6, 2023, 8:00 AM o'clock	ent a Bike" 🛛 😵 Bahnhof SBB - Basel Velostation, Velovermietung "Ren Fri, Jan 6, 2023, 6:45 PM o'clock
Rental objects: 1 ×	FLYER Gotour4/5 RN Cancel order	
	ANCEL ORDER Do you really want to cancel the o	rder?
+ 179405	GESA CANCEL C	GESA Sportanlagen der Stadt Altstätten Sat, Aug 6, 2022, 5:45 PM o'clock
• 164616	Bahnhof SBB - Luzern, Velovermietung "Rent a Thu, Jul 28, 2022, 8:00 AM o'clock	Bike" 🛛 😵 Bahnhof SBB - Luzern, Velovermietung "Rent a Bi Thu, Jul 28, 2022, 6:45 PM oʻclock
•		1-3 of 12 < < > >

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

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INO.	Collecti	ion	Return	
Rent a Bike Willisau - Her. Fr., 27. Million	zroute, Vermietstation Rent a Bike ai 2022, 09:00 Uhr	Rent a Bike Willisau - Herzroute, Vermietstation Rent a Bike Fr., 27. Mai 2022, 17:45 Uhr	89,00 CHF	_OrderCancel
LYER Uproc4 RN (Dropper	r) (Rahmenhöhe: S)			89,00 CHF

You have successfully cancelled the booking.