

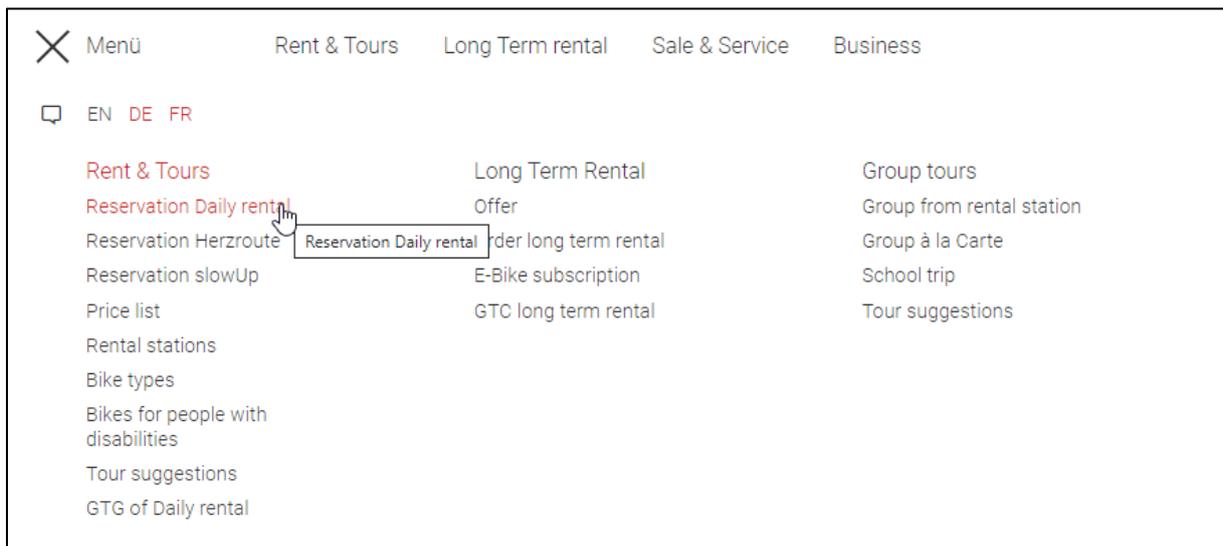


## Procedure for cancelling your booking yourself

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

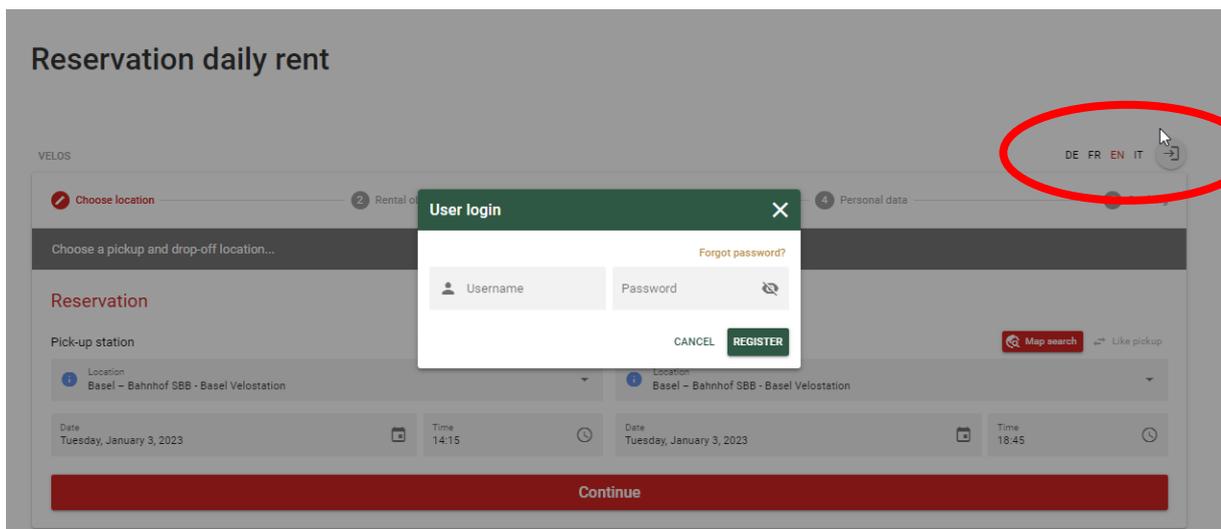
To do this, proceed as follows. You visit the website [www.rentabike.ch](http://www.rentabike.ch)

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 Customer data

Choose a pickup and drop-off location...

**Reservation**

Pick-up station   Return station

Location: Basel - Bahnhof SBB - Basel Velostation Location: Basel - Bahnhof SBB - Basel Velostation

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

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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

No.	Collection	Return
237924	Bahnhof SBB - Basel Velostation, Velovermietung "Rent a Bike" Fri, Jan 6, 2023, 8:00 AM o'clock	Bahnhof SBB - Basel Velostation, Velovermietung "Rent a Bike" Fri, Jan 6, 2023, 6:45 PM o'clock

Rental objects: 1 x FLYER Gotour4/5 RN

PRINT  CANCEL ORDER

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

**Orders** [Close]

No.	Collection	Return
237924	Bahnhof SBB - Basel Velostation, Velovermietung "Rent a Bike" Fri, Jan 6, 2023, 8:00 AM o'clock	Bahnhof SBB - Basel Velostation, Velovermietung "Rent a Bike" Fri, Jan 6, 2023, 6:45 PM o'clock
Rental objects: 1 x FLYER Gotour4/5 RN [PRINT] [CANCEL ORDER]		
179405	GESA Sat, Aug 6, 2022, 2:15 PM o'clock	GESA Sportanlagen der Stadt Altstätten Sat, Aug 6, 2022, 5:45 PM o'clock
164616	Bahnhof SBB - Luzern, Velovermietung "Rent a Bike" Thu, Jul 28, 2022, 8:00 AM o'clock	Bahnhof SBB - Luzern, Velovermietung "Rent a Bike" Thu, Jul 28, 2022, 6:45 PM o'clock

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**Cancel order**

Do you really want to cancel the order?

[CANCEL] [CONFIRM CANCELLATION]

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

**Orders** [Close]

No.	Collection	Return	
	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 <b>OrderCancel</b>
	FLYER Uproc4 RN (Dropper) (Rahmenhöhe: S)		89,00 CHF
	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 bestätigt

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You have successfully cancelled the booking.