GENERAL TERMS AND CONDITIONS - Clips Cycling Holidays B.V.

Chamber of Commerce: 73925748

Registered Address: Minderbroedersberg 5, 6211 LK Maastricht (NL)

Version: July 2025

ARTICLE 1 - SCOPE

These general terms and conditions apply to all rental agreements between Clips Cycling Holidays B.V. ("the lessor") and any individual or entity ("the renter") renting one or more bicycles.

ARTICLE 2 - DEFINITIONS

- Lessor: Clips Cycling Holidays B.V., registered with the Dutch Chamber of Commerce under number 73925748.
- Renter: the natural or legal person entering into a rental agreement with the lessor.
- Rental item: the rented bicycle(s) and any accompanying accessories such as locks, helmets, child seats, or other items.

ARTICLE 3 - AGREEMENT FORMATION

The rental agreement is formed upon written, telephone, or electronic confirmation by the lessor. By placing a reservation, the renter agrees to these general terms and conditions.

ARTICLE 4 - OBLIGATIONS OF THE RENTER

1. The renter confirms receipt of the rental item in good condition.
2. The renter is obliged to use the rental item carefully and only for its intended purpose.
3. Subletting or lending the bicycle to others without the lessor's permission is prohibited.
4. The renter is liable for damage, loss, or theft of the rental item during the rental period.

ARTICLE 5 - RENTAL PERIOD AND RATES

1. The rental period begins at the agreed start time and ends upon proper return of the rental item.
2. Bicycles must be returned no later than 17:00 on the agreed return date, unless otherwise agreed.
3. Late returns will incur additional charges based on the daily rate.
4. Prices include VAT and are communicated in advance via the website or on-site.

ARTICLE 6 - PAYMENT AND DEPOSIT

1. A deposit of EUR 40 per bicycle is required at the time of booking.

2. The remaining balance must be paid in full no later than two weeks before the rental start date.

3. For reservations made within two weeks of the rental date, full payment is due immediately.

4. A security deposit may be required at the start of the rental, which will be refunded after the item is returned in proper condition.

ARTICLE 7 - CANCELLATION BY THE RENTER

1. Cancellations must be submitted in writing or by email during the lessor's opening hours.

2. The following cancellation fees apply:

- Up to two weeks before the rental date: the deposit of EUR 40 per bicycle is non-refundable.

- From two weeks before the rental date: the full rental amount is due.

3. If payment has not been received at least two weeks before the start of the rental period, the lessor reserves the right to consider the reservation cancelled. In that case, the deposit remains non-refundable. If the outstanding balance is paid after the payment deadline, this does not automatically entitle the customer to a refund of any amounts already paid.

ARTICLE 8 - LIABILITY

1. The renter is responsible for any loss, theft, or damage to the rental item, unless caused by normal wear and tear.

2. The lessor is not liable for any damage or injury resulting from the use of the rental items, except in cases of gross negligence or intent.

3. The renter is responsible for compliance with traffic laws.

ARTICLE 9 - USE OF THE RENTAL ITEM

1. The renter must handle the bicycle responsibly.

2. Off-road use, racing, or other improper use is prohibited unless expressly permitted.

3. The bicycle must always be parked safely and securely locked when unattended.

ARTICLE 10 - COMPLAINTS

Any complaints must be reported in writing or by email to Clips Cycling Holidays B.V. as soon as possible, and no later than 7 days after the end of the rental period.

ARTICLE 11 - APPLICABLE LAW AND DISPUTES

Dutch law applies to all rental agreements. Disputes will be submitted to the competent court in the district where Clips Cycling Holidays B.V. is located.