

Trek Travel Cycling Center – Girona Terms & Conditions



1. ACCEPTANCE

When we receive a completed reservation form from you, we will confirm your booking request by return email with a detailed cost quote. It is the renter's responsibility to inform us of any errors or omissions on the confirmation form upon receipt. By submitting a reservation form, you agree that you have read and agree to Trek Travel's terms and conditions.

2. RENTAL DURATION

Our rental system is based on calendar days. If you pick up your bike Monday at 9 am and bring it back Tuesday at 2 pm, that is considered a two-day rental. In order to be considered as a 1-day rental, bikes must be picked up and returned the same day. (Our hours are 9:00am to 5:00pm).

If you wish to pick up your bike or have your bike delivered at 6:00pm or after, please add 25% to your 1-day rental cost.

You agree that your reservation, when accepted by us and paid for by you, is final. No refund will be made in the event that you later decide that you would like to return the bike early.

3. PAYMENTS

We require full payment upfront for all bookings. Payments can be made on-line via a secured payment link with a credit card (Visa or MasterCard) which we will supply to you with a payment link by email once booking has been made.

Directions for payment will be included with the confirmation email. 100% payment is required to secure your booking. If we do not receive payment within sufficient time, the booking will be assumed to have been cancelled.

4. CANCELLATIONS/REFUNDS

Cancellations/Refunds – Bike Rental

We understand things happen in life and sometimes you must cancel or change your bike rental. We want to make it as easy as possible to do so. Below you will find our timeline of options to choose either a refund or future rental credit based on your cancellation date.

To Rental	Cancellation Fee	Change Your Date
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More than 48 hours	0%	100% - Change your date
Less than 48 hours	100%	No Change

*All cancellations must be made to Rentals@trektravel.com, please contact us to discuss your options

Cancellations/Refunds – Guided Rides

Guided Rides	Cancellation Fee	Change Your Date
More than 48 hours	0%	100% - Change your date
Less than 48 hours	100%	No Change

THE FINE PRINT:

*We cannot make exceptions to this policy for any reason including personal emergencies, unexpected weather, natural disasters or terrorism. Trek Travel also reserves the right to cancel any rental or rides using our discretion if the safety of our travellers or staff should be compromised. In the event of cancellation, Trek Travel is not responsible for any loss incurred for non-refundable travel costs. In this case, a refund of payments received by Trek Travel will constitute the full and final settlement.

*Rental & guided rides changes must be made within one calendar year of the original. Refunds will not be issued after a future trip date has been changed.

*All rental & guided rides cancellations must be made to Rentals@trektravel.com, please contact us to discuss your options

5. DELIVERY

If you have requested delivery of your bike(s) we will require both a street address and phone number. This information should be supplied in the booking form or stated not less than one week prior to delivery. To minimize the possibility of problems with the delivery and to ensure your bike(s) is delivered where and when you expect it, we strongly recommend that you contact us one or two days before the delivery date to finalize and confirm the delivery time and location. rentals@trektravel.com

If you will not be present when the bike is delivered and you have not made arrangements for its safe storage pending your arrival, we will return the bike to the depot and a second delivery charge will be levied. Please also ensure that if you will not be present when the bike is being picked up, that you have provided Photo ID or passport and made arrangements for the bike's safe storage.

Please ensure that you have provided a contact number in the event of any issues.

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The bike must be returned on time unless confirmations for an extension has been made with Trek Travel, failure to this a late fee of €100/day will be applied.

6. INSURANCE / LIABILITY

All renters and riders agree to Trek Travel's release waiver and must complete the electronic confirmation.

Renters are responsible for any and all damage to the bikes. Refer to the Bike Protection cover for more information.

Renters are liable for the full replacement cost should the bike be lost or stolen. In the unfortunate event of a stolen bicycle, it is your responsibility to report this to the police. Please provide a copy of the declaration given at the police station to us. Locking the bicycle: Locks are provided with every rental and extra are available upon request. We highly recommend their use. Never leave the bicycle unattended, unless properly locked.

7. BIKE PROTECTION COVERAGE

As part of our upgrade plans, we offer bike protection coverage at €30.

WHAT'S INCLUDED

Bike protection covers the cost of the repair or replacement of bike parts in case of a minor accident.

This includes small damage to the bike's paintwork, components, wheels, tyres, etc.

- Paint scratches considered small are, no more than 1cm in length and 1mm deep. All prior scratches will be pointed out on renting to be cross-referenced on return. It is at the sole digression of Trek Travel to deem paint damage over and above our protection coverage.
- All the components on the bike are covered under the bike protection coverage.

WHAT'S NOT INCLUDED

- We cannot cover you against theft, total loss of the bike or major crash damage.
- Damage to accessories.
- No 3rd party liability cover.
- Cost of frame repairs.
- Any medical costs incurred.

(NOTE: It is important to remember in Spain clients MUST carry proof of medical insurance and ID when cycling).

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- Roadside assistance or pick up.

Customer agrees to return the rental bike in UNDAMAGED condition to avoid any ADDITIONAL charges for repair, maintenance or replacement. If damage is incurred, this must be reported immediately.

ALL accessories provided with the rental bike are to be returned as per specifications set forth.

Damaged parts or components or missing accessories will be repaired/replaced, and customer agrees to pay costs if no cover has been purchased.

If you have obtained a bike protection policy, this will NOT cover negligent behaviour or improper use, included, but not limited to:

- Intentional damage.
- Any failure to adhere to all Trek Travel's general terms and conditions for rental bikes.
- Theft of bike left unattended or not securely locked.
- Theft or loss of accessories.
- Failure to correctly follow the traffic laws or rules.

8. REPAIRS OR MAINTENANCE

We provide bikes that are in good working order however, notwithstanding our high standards of maintenance, occasional mechanical issues may occur. We will endeavour to assist you as quickly as possible. If you should have a problem, please contact us and describe the problem and, in the case that we cannot send one of our mechanics to repair or replace the bike, we will assist you in finding one of the shops we work with so that they can repair the bike, subject to the usual exigencies of working hours, weekends and the like. Assuming you have secured our prior consent, you will be reimbursed the costs of repair when the bike is returned. All provisions of this paragraph remain subject to the further and other provisions of these terms and conditions.

If we come out to you, we will correct any problems that are not a result of accident or misuse without cost and get you back on the road as soon as possible. If repairs cannot be made quickly a replacement bike will be provided. Assuming you have secured our prior consent, you will be reimbursed the costs of repair when the bike is returned. All emergency contact information will be provided to you once the bike has been collected.