

## GENERAL TERMS AND CONDITIONS

### §1 Limit of rentals

Generally, every customer can rent up to 2 bikes on one customer account.

### §2 Terms and conditions for using rental bikes

- 1) The rental bikes are not allowed to be used
  - a) by persons who are younger than 18 years (except if accompanied by an adult; in such case the adult renting the bikes is fully responsible for the person under 18)
  - b) to carry other persons (in particular children)
  - c) for journeys outside of Croatian borders
  - d) to transport flammable, explosive, toxic or dangerous materials
  - e) to participate at bicycle races or bicycle test events
  - f) for subletting to other physical or legal entities
  - g) at strong wind or rough weather
  - h) under the influence of alcohol or drugs.
- 2) The customer is liable to attend to the Croatian road traffic regulations.
- 3) Freehand driving is not allowed.
- 4) It is not allowed to use the bicycle basket improperly or overload it (allowable load is 5 kg). Give attention to the correct fixation.
- 5) Unauthorized modifications or alterations on nextbike bikes are not allowed to any physical person or legal entity, without exceptions
- 6) At unauthorized use the nextbike Ltd can block the customer's membership. When returning the bike and upon receipt of the SMS message, the user is not allowed to use the same bike with the same lock code received during previous rental. For the new use of the returned bike, it is obligatory for the customer to start the new rental process.

### §3 Duration of rental and liability

- 1) The chargeable rent of a bike will start with the information about the code for the bicycle lock by nextbike Ltd.
- 2) The customer will inform nextbike about the end of the rental according to paragraph §6. With this information the chargeable rent of the bike will end. The customer will receive a confirmation by phone or at the terminal.

### §4 Condition of rental bikes

- 1) The nextbike company always makes an effort to offer rental bikes in a roadworthy condition. Should a customer recognize that a bike is not intact, he/she is bound to inform nextbike.
- 2) Before using the customer is obliged to check the bike for a roadworthy condition (frame, air pressure, brake system, light).
- 3) In case the customer notices technical defects at the beginning or during the rental, he/she needs to give notice to the nextbike company and to stop the rental.

### §5 Parking the rental bike

- 1) Park the bicycle noticeably. The customer is obliged to follow the road traffic regulations when parking. Furthermore, he/she needs to give attention that the bike doesn't affect road safety.
- 2) Whenever a nextbike bicycle stand is available, it is necessary to park the bikes in the stand.
- 3) It is not allowed to park rental bikes
  - a) at traffic lights
  - b) at parking ticket machines or parking meters for motorized vehicles
  - c) at traffic signs
  - d) on walkways
  - e) in the area of emergency exits
  - f) where the bike covers local advertisements.
- 4) The rental bike needs to be locked when not in use, even if the customer leaves the bike just for a moment.
- 5) Contradictions will be charged with service fees according to the current price list (on webpage [www.nextbike.hr](http://www.nextbike.hr)).
- 6) It is not allowed to park the bikes in houses, backyards or inside the vehicles other than nextbike official van.
- 7) Not returning a bicycle is subject to a charge according to the valid price list, up to the purchase price of the bicycle in the amount of HRK 5.000 for a mechanical bike and HRK 25.000 for an electric bike or tandem.
- 8) The calculation of extra minutes after the paid credit is spent is automatically billed from the guarantee funds (credit card or debit card) according to the valid price list.
- 9) If all racks are occupied, the user is obliged to lock the bicycle with a mechanical padlock on the stand at the station or on the rear end of the other bicycle located in the stand.
- 10) Additional costs for not returning the bike to official nextbike stations or leaving the bike unlocked with a padlock are HRK 200,00 kn per bike and are charged immediately.

#### **§6 Returning rental bikes**

- 1) Park the bike noticeably at one of the official nextbike station terminals in the city of Zagreb. All current official rental locations are published on our webpage [www.nextbike.hr](http://www.nextbike.hr).
- 2) The bike must be locked and the code for the lock needs to be the same code as from the beginning of the rental. The customer has to inform nextbike about the end of rental by phone, on the terminal or via mobile application. nextbike needs to be informed about the official rental location (street name, house number or the number of the rental location).
- 3) The customer is obliged to remember the returning location at least for 24 hours after returning. This is necessary for optional questions of the nextbike company.
- 4) If the service team of the company cannot find the bike on the given rental point, the provider will charge extra service fees (current price list on [www.nextbike.hr](http://www.nextbike.hr)).

#### **§7 Liability of nextbike, customer liability**

- 1) The service of nextbike company runs to the customers own risk. The customer takes full responsibility for damages caused by him/ herself. This is also void for third party claims.
- 2) The customer is liable from the moment of receiving the lock code until nextbike has checked the successfully returned rental bike or the bike has been rented by another customer. In case of recognized damage the customer will be informed by the nextbike company. The customer is not made liable for damages that the company did not inform the customer about in between 48 hours after the rental. The customer is liable for damages for a period of 24 hours after the rental time according to the specific material and labor costs up to the amount of 750 HRK. This is not void for damages caused by gross negligence or theft.
- 3) The customer is made liable for all costs and damages that occur due to contraventions against the duty to cooperate (explained in the above paragraphs).
- 4) The nextbike company is not liable for damages of items transported with the bicycle in case of improper use.
- 5) nextbike company shall not be liable in cases of improper and/ or unauthorized use of the bicycle according to §2. This is also valid for unauthorized use.
- 6) If the bicycle is stolen during the rental period, the customer must report the theft immediately to nextbike and to the nearest police station.
- 7) If the customer does not return the bike to the official active nextbike, the customer is responsible for additional costs of HRK 200,00 per bicycle.

#### **§8 Accidents with rental bikes**

- 1) In case of accidents involving not only the user, but also third party property or other persons, the customer is obliged to immediately notify about the accident both the police and nextbike company.
- 2) In case of disregard, the customer shall be liable for any damage sustained by the provider owing to infringement of the above obligation. The term accident includes the following: traffic jam with other persons or objects, devastation of the bikes by the user or other persons and theft.

#### **§9 Scope of general terms and conditions**

- 1) The nextbike company is renting bikes to registered customers, as long as bikes are available.
- 2) Agreements that deviate from the general terms and conditions need to be confirmed in writing by nextbike.

#### **§10 Registration and acceptance**

- 1) Customers can apply for registration via mobile application, at a terminal, on the [www.nextbike.hr](http://www.nextbike.hr) or with co-operation partners (hotels, hostels, tourist offices, etc.). At the time of application, the customer must be at least 18 years old.
- 2) After registering for nextbike and activation of the user account, the customer can use all rental bikes of the nextbike company worldwide. An overview of all rental stations worldwide is available on [www.nextbike.hr](http://www.nextbike.hr).
- 3) On receipt of the relevant personal data of the applicant, nextbike decides whether or not the application will enter into a contract. When processing the application nextbike and its partner World Pay is also entitled to check credit worthiness.
- 4) By registering his customer account the user allows nextbike company to submit to the customer username and PIN which customer can use for the activation of his user account.
- 5) The registration is accepted when the customer receives the activation message. This can be transferred in writing via [www.nextbike.hr](http://www.nextbike.hr), via e-mail or text message.
- 6) Registration is free of charge, while the activation fees are stated in the valid pricelist at the terminal and on [www.nextbike.hr](http://www.nextbike.hr) and will be charged on acceptance of the customer's application. The activation fee will be credited to the user's account immediately together with user's bank fees. Customers will be informed in time about the eventual introduction of new activation fees.
- 7) The customer is obliged to inform nextbike about any change in the personal data or in any data required for billing (credit card number, bank account) during the whole period while the user account is active.

#### **§11 Usage of e-ticket or nextbike customer card**

- 1) Customer card is valid as long as the user's nextbike account is active
- 2) During the period in which customer's account is inactive, the customer card will not be usable until the customer upcharges his account which makes that account active again. The customer can use the account after new activation.

- 3) Customer card can be ordered according to the actual fares on [www.nextbike.hr](http://www.nextbike.hr)
- 4) Customer card can be transferred to others at the customer's own risk.
- 5) In case of loss of the customer card, the customer has to block the card at his/her own interest by calling nextbike customer service at 01 777 6534 or at [info@nextbike.hr](mailto:info@nextbike.hr)
- 6) Customer card is valid for 6 months. The validity is automatically extended by additional 6 months, unless the customer cancels the card in writing or by phone 4 weeks in advance. The cancellation of the card does not automatically delete the customer account at nextbike. If wished, the customer can delete the account on his/her personal account at [www.nextbike.hr](http://www.nextbike.hr)

#### **§12 Confidentiality of user data**

- 1) The customer is responsible for preventing unauthorized use of the customer's personal data by third parties.
- 2) The nextbike company explicitly indicates that employees are not authorized to request the customer password, unless the customer himself/herself contacts the nextbike company.
- 3) In case the customer has information that his/her user data is misused, nextbike has to be informed immediately.
- 4) User data that have not been used for 6 months or longer are set inactive automatically. The customer can activate his/her user data again by calling the hotline or in writing on the website [www.nextbike.hr](http://www.nextbike.hr)
- 5) The customer can always set his/her customer data inactive on the website or by calling the hotline. This should happen in case the customer does not want to use the account anymore.

#### **§13 Using rental bikes with user data, blocking**

- 1) The customer can authorize third parties who are of legal age to use his/her user data on the customer's own responsibility. The customer needs to make sure that the other person knows the general terms and conditions of nextbike. The customer is responsible for any action of a third party that is authorized to use his/her user data to the same extent as for his/her own actions.
- 2) nextbike is entitled to cancel customer right for due reasons, in particular in case of misuse.
- 3) The limitation of liability according to §7 clause 2 is not void, if the customer did allow the misuse of his/her customer data intentionally or by gross negligence.

#### **§14 Charges and fares**

- 1) All services are charged on the basis of the prices valid at the beginning of each individual use of bicycle. The fares are valid according to our current price list. This price list is published on our website [www.nextbike.hr](http://www.nextbike.hr).

#### **§15 Payment and delayed payment**

- 1) The customer is obliged to pay the billed amounts by means of a credit card or by direct debit.
- 2) If direct debit cannot be processed due to insufficient funds in the customer's account or other reasons for which the customer is responsible, nextbike will charge the customer with the additional expenditure (published on [www.nextbike.hr](http://www.nextbike.hr)). In individual cases nextbike can claim higher costs up to the level of the expenditure actually sustained, unless the customer can prove lower expenditure.
- 3) If the customer defaults in payment, default interest will be charged at a rate of 6 percentage points over the base interest rate.
- 4) If the customer defaults in payment the nextbike company shall be entitled to demand immediate payment of all further claims against the customer and discontinue the contractual services until the customer has satisfied all payments.
- 5) Expiration date nextbike credit is one year from the date of payment. Nextbike CROATIA has the right to deactivate the system user account and delete the rest nextbike credit.

#### **§16 Billing, renting list, verification**

- 1) The customer will be informed after the rental time about the costs in his nextbike customer account on the Internet: <http://www.nextbike.hr/>
- 2) When the customer spends the initial activation amount, all the following rentals will automatically be charged as per the actual price list and the amount spent will be credited to customer's credit or debit card. The details regarding your tariff can be managed or cancelled at any time at the following link: <http://www.nextbike.hr/> .
- 3) The customer can check all own rentals on the webpage ([www.nextbike.hr](http://www.nextbike.hr)) in his/her own member account by using his mobile phone number as username and given PIN code as his password.
- 4) Customer's eventual objections to debited charges must be submitted in writing within one month of the date of the debit.
- 5) If a member account has not been used in 6 months time, the user's nextbike account will be set inactive and the balance amount on the user's nextbike account will become invalid.
- 6) The customer can credit all vouchers available to the public on [www.nextbike.hr](http://www.nextbike.hr) in his/her member account. Legal claims to the availability of the vouchers of nextbike are not possible.
- 7) The user can not transfer nextbike credit to another account, nor can nextbike credit be used for any other purpose other than lease rental, activation fees or tariffs and the order of customer cards.
- 8) Nextbike CROATIA is not obliged to refund nextbike credit because this applies to the mandatory annual fee to use the system.

#### **§17 Data protection**

- 1) The nextbike company is entitled to save customer's personal data and to use that data only in compliance with the provision of Croatian Data Protection Act: <http://www.zakon.hr/cms.htm?id=95>

2) The nextbike company is entitled to record all processes, in particular telephone calls relating to a customer and the customer accounts evidence. The recording is used solely to check the accuracy of the debited invoice amounts. The saved data is protected against access by unauthorized parties.

3) The nextbike company is entitled to disclose information about the customer to the necessary extent, in particular the customer address, to investigating authorities if the requesting authority submits proof that proceedings have been initiated against the customer for a administrative or criminal offence.

4) When the payment is by credit card, the customer credit card data will be transferred to our partner World Pay (The Royal Bank of Scotland) or CorvusPay for verification and accounting of the rental fees. After registration and activation of the account, credit card data is no longer visible for employees of nextbike.

#### §18 Other Provisions

1) The user can delete his nextbike user account at any time if he does not want to use the service any longer, whilst nextbike can do the same in case the user does not comply with the provisions of these General Terms and Conditions.

2) For all eventual disputes the governing court is the Court in Zagreb.

3) Nextbike company has the right to modify these General Terms and Conditions and the users will be notified of the newest version via [www.nextbike.hr](http://www.nextbike.hr) and/or other convenient ways.

