



nextbike

user instructions

HOW TO...

- CREATE AN ACCOUNT
 - RENT A BIKE
 - END RENTAL
- & more**

HOW TO CREATE nextbike ACCOUNT

Registration

Download app



Check the web site



nextbike.hr



Activation

A bank card is necessary
(rental costs are automatically charged from
the connected bank card)

Activation fee is non-refundable

Activation fee is used
as a credit for rentals



Pricelist

PAY AS YOU GO *

CLASSIC BIKE: 0.66€ / 30 min

E-BIKE: 1.32€ / 30 min

WEEKLY SUBSCRIPTION FOR 1 BIKE

13.27€

ANNUAL SUBSCRIPTION FOR 1 BIKE

26.54€

Both subscriptions include

an unlimited number of free rides of up to 30 minutes for 1 bike. Every additional 30 minutes is charged according to the Pay As You Go price list.



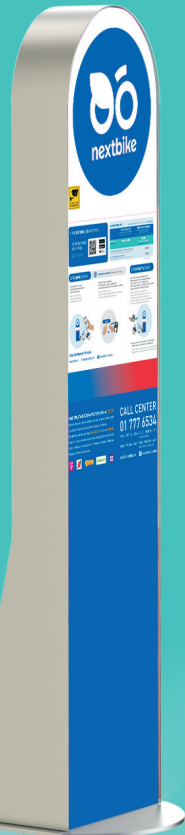
Check the prices for your city in the app

TERMINOLOGY



Classic bike

Terminal



Lock on the rack

Lever at the back of the bike

Electric bike



HOW TO RENT A BIKE

- Scan QR code on the bike
- Bike lever is automatically up and the rack lock frees the bike



HOW TO END THE RENTAL

- Return the bike to the official station (Big blue pin in the app)
- Lock it by lowering the lever at the back of the bike
- Put the e-bike in the charging rack
- A beep and message on your device will confirm the successful return and end of your bike rental.



! *Ending a rental at a non-official station will cost an additional 30,00€*

! *Not ending the rental by lowering the lever will cost additional 15,00€*

A BREAK (temporary parking)

NEED A BREAK?

- Turn on the parking option in the app
- Lock it by lowering the lever at the back of the bike

(Note that the parking option does not stop the rental)



Enjoy the ride

TROUBLESHOOTING

Can't stop the rental

- Lower the lever at the back of the bike without using the app

Problem with the lock on the rack

- Pull the bike back a little bit harder or end a rental by lowering the lever. Rent another bike afterwards

Lever not lowering

- Move the bike 2-3 cm back and forth to loosen the spokes
- Send a video of a lever not lowering with a visible bike number

Lever down – the rental is still running

- Send a photo of a lowered lever with a visible bike number

ADDITIONAL COSTS *



- Ending a rental at a non-official station will cost an additional **30,00€**
- Not ending the rental by lowering the lever will cost additional **15,00€**



Differs from city to city

HELP

Damaged bike

- Do not rent a damaged bike
- Send us a message so that we can fix it

Call center **+385 1 777 6534**

e-mail **info@nextbike.hr**

TERMS OF USE AND ADDITIONAL COSTS

www.nextbike.hr

FOLLOW US

Check our website **nextbike.hr** and follow us on

