



**ZAVOD NOVO MESTO**  
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8000 Novo mesto

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## **E-BIKE RENT NOVO MESTO**

### **TERMS OF USE FOR ELECTRIC BICYCLES**

a) By successfully completing the payment process for e-bike rent reservation via the Moje Karte web portal or  
b) by signing these Terms of use,  
the user agrees to all the provisions listed below regarding the rental and use of the electric bicycle (e-bike), as determined by Zavod Novo mesto (rental provider).

1. The use of the rented e-bike is entirely at the user's own risk.
2. E-bikes are intended for individual use and are not suitable for transporting additional persons.
3. The user must be over 15 years old. Minors may use the e-bike only when accompanied by a responsible adult or with the adult's written consent.
4. E-bike rental is only possible upon prior reservation, confirmed by the rental provider.
5. E-bike rent reservation via the Moje Karte web portal is available at least 2 days before the desired rental date.
6. After an e-bike rent reservation via the Moje Karte web portal has been made, TIC Novo mesto will contact the customer via the e-mail address provided during the payment process. Should the customer be unresponsive or unable to provide details of their rental at least 2 day before the desired rental date, the rental provider reserves the right to change, reschedule, or cancel the reservation prior to the e-bike rental.
7. Reservations may be cancelled without stating a reason free of charge up to 2 days before the rental date. The cancellation must be received and confirmed by the rental provider in written form or via e-mail.
8. The rental provider reserves the right to change, reschedule, or cancel the reservation prior to the e-bike rental according to staff and equipment availability.
9. Upon collection of the e-bike, the user is required to present a valid form of identification (identity card or passport). The processing of personal data is carried out in accordance with applicable legislation (ZVOP-2 and the EU General Data Protection Regulation – GDPR).
10. Payment for the rental is exclusively by credit or debit card or via bank transfer.
11. The user agrees to handle the rented e-bike and any accompanying equipment with due care and in accordance with the provided instructions for use.
12. The equipment is not insured against theft, loss, or damage. The user is responsible for any damage, loss, or theft during the rental period.
13. Upon returning the e-bike, the user must also return all additional equipment rented. The same terms and conditions regarding damage or loss apply to the equipment as to the e-bike.
14. The condition of the e-bike shall be inspected upon return by an authorized representative.
15. In the event of damage, theft, or loss of the e-bike or equipment, the rental provider reserves the right to charge the user for any additional costs incurred, up to a maximum of 70% of the e-bike's original purchase value.
16. The e-bike must be returned punctually and in the same condition in which it was rented.
17. In the event of a late return, an additional charge equivalent to 2 days of rental shall apply for each day of delay.



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18. If the e-bike is not returned within one day following the agreed return date, it shall be considered stolen, and the relevant authorities or police shall be notified accordingly.
19. By renting and signing these terms and conditions, the user expressly consents to the processing of their personal data for the purpose of maintaining bicycle rental records.
20. The rental provider reserves the right to amend these terms and conditions at any time without prior notice.
21. In the event of a dispute, both parties shall endeavour to resolve the matter amicably. Should this not be possible, the relevant court at the registered office of the rental provider shall have exclusive jurisdiction.