



Loire Vélo Nature

S.A.R.L. ARAWAK production
7, rue des déportés
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APE : 7721Z - 441 325 008 000 23 RCS Tours

Rental Policies

- All rental requests done without advance notice will be subject to stock availability.
- Rental reservations will take effect upon reception of signed rental policies AND a deposit of 30% or valid credit card number.
- 30% of rental charges will be due for any cancellation done in the last 48 hours prior to rental, poor weather reasons included. 100% of rental charges will be due for any cancellation done in the last 12 hours prior to rental and up to delivery time.
- 100% or all remainder charges will be due before reception of rented material, either by credit card (Visa or MasterCard) or in cash (currency accepted only: Euros) or by bank transfer. Our online payment system directly linked to our bank through a secured website requires us to take the full information of the card including the last 3 digits on the back of the card. We guarantee not to keep this data in memory and to take all necessary precautions not to disclose it to third parties (Online pre-payment allows for bike delivery anywhere in our serviced area)
- A safety deposit must be left with our rental company, either with a credit card number or in the amount of the value of the rented material in cash or check. Purchasing our "Theft insurance" policy lifts this requirement.
- All rentals are subject to the signing of the rental contract and the agreement of the rental policies.
- The customer will return the rented material including all accessories and equipment to ARAWAK production, unless a time extension is authorized by the rental company. Failure to return the material as scheduled could be considered as a misappropriation exposing the renter to prosecution.
- The rental company reserves the right to terminate the rental at any time or to deny the extension.
- The customer will pay the following fees to the rental company upon request:

Fees assessed during the rental period:

- Damage to the material in an accident or other, and the payment of lost and/or broken accessories will be deducted from the deposit, according to the following table: front/rear wheel: 55 €; derailleur: 30 €; mud guard: 25 €; gear shift: 30 €; saddle: 22 €; rubber handle: 10 €; front/rear light: 10 €; pump: 10 €; lock or key: € 8.00; bell: 3 €; back panniers: 70 €; helmet: 35 €; map holder: 50 €; front basket: 30 €; stretcher: 5 €; pedal: 15 €; kickstand: € 10; broken spoke: 15 €, chain guard: 16 €.
- The customer agrees to pay to the rental company and upon request all dues relative to rental, and all fees, expenses and taxes due to road violations committed while using the rented material.
- In case of repair service on the spot, travel, parts and labor will be charged. With purchase of our "Repair Assistance" policy, only spare parts charges will ensue.
- The rental company, having taken all precautions relative to that effect, will not be held responsible for any loss or damage resulting directly or indirectly from mechanical or other failure.
- Any puncture during the rental period is charged 12€ to the customer. The use of the puncture spray is charged 10€.
- The customer assumes full responsibility for the rented material and all disputes that may arise from this rental, including the theft of the material. In case of our "Theft Insurance" coverage, a police investigative report will mandatorily be filed.
- The customer pledges not to ride in water (i.e. banks of the Loire), in which case, the costs of rehabilitating the rented material will be deducted from the deposit.
- The use of the rental is restricted to daytime hours, full responsibility of the renter is activated in case of nighttime riding.
- Groups: the invoice will be based on the actual number of participants if the number is confirmed at least 24 hours in advance by fax 02 47 96 42 39 or by mail to contact@loirevelonature.com. If the rental is not reconfirmed, the quote will be due in full. In case of additional people or material, the quote will be recalculated based on our price table.
- Terms of vehicle insurance:
 - Liability in traffic and out of traffic for damage caused to others.
 - Defense appeals.
 - In case of theft or damage of a bicycle, an amount (based on rental company's estimate) will be deducted from the deposit to cover the actual cost of damage.
- The professional liability does not cover damage to rented equipment, nor damage involving the personal liability of users of the rented equipment. It does however cover resulting bodily injury, and tangible and intangible damages caused to third parties as a result of a fire, an explosion, or an accident resulting from poor maintenance or in a hidden defect of the rented equipment.

Date :	Signature
Place :	
Name :	<i>I have read and accept the above rental conditions</i>