



BIKE RENTAL RULES AND GENERAL CONDITIONS

DOLOMITI ADVENTURES
Via Meisules, 242
39048 Selva Val Gardena
VAT no. 02365190210

1. Equipment included with the bike rental

Every rented bike includes the following standard equipment, included in the price:

- Bottle cage
- Puncture repair kit
- Security lock
- Battery charger (for e-bikes)

On request, replacement brake pads and chain quick-links can be provided to the guides.

The lock and the puncture repair kit are included in the rental price.

2. Liability and use

1. To rent a bike when under 18 years of age, the accompaniment and assumption of responsibility by an adult is required. For the purposes of these terms and conditions, the "User" is defined as both the adult user and the adult who assumes responsibility for the underage user.
2. The rented items are intended for the personal use of the User, who assumes full responsibility for them, and may not be transferred to third parties.
3. Any rented item must be used in a way that avoids damage to persons and property as well as to the item itself. The lock must be used whenever the bicycle is left unattended, even if only for a short period.
4. For the entire rental period the rented items are under the responsibility of the User, including in relation to damage caused to themselves, to the rented items, to third parties and to property. The Operator is not liable for any event arising from the use of the rented items. Neither the User nor the rented items are covered by any form of insurance.
5. In the event of improper use of the rented items, the Operator may demand their immediate return at any time. The Operator's every right to compensation for damages remains unaffected.

3. Damage, theft and charges

6. The Operator will check the working condition of the rented items at the time of return in order to ascertain any damage caused during the rental period.
7. The following bike-related damage is NOT charged to the User: punctures, breakage of the brake cable, the chain coming off. All other damage is charged to the User.
8. In the event of irreparable damage, failure to return, or theft, the renter will be charged the retail sale price of the new item applied by Dolomiti Adventures at the time the contract was concluded. In the event of partial damage, the repair costs, including labour, will be charged as indicated in a specific estimate.
9. In the event of theft, the renter is obliged to file a report with the competent law enforcement authorities and to provide a copy of it to Dolomiti Adventures S.r.l.
10. For rentals to organised groups, where it is not possible to collect credit card details at the time of handover, the bike will be inspected upon return and the mechanics will have 24 hours to report any damage. Dolomiti Adventures will contact the group's representative to handle payment.
11. Should the rented equipment not be returned within the agreed terms without notice of the reason, on the seventh day from the established date a theft report will automatically be filed against the renter, without prejudice to any other right of Dolomiti Adventures.

4. Return times

12. The rented items must be returned directly into the hands of Dolomiti Adventures S.r.l. staff by the following times:
 - a. Daily rental (bikes, bike accessories, via ferrata set): by 17:00
 - b. Half-day rental: from 15:00 to 18:00
13. In the event of late return, an additional half-day of rental will be charged, according to the type of contract, to the credit card provided.
14. Items are considered returned only if handed back directly to Dolomiti Adventures S.r.l. staff. Please note that some bikes are subject to availability conditioned by external daily rental; every bike is washed and re-checked before the next rental.

5. Replacement of equipment

15. Replacing the rented item with equipment of equal economic value is always possible during the term of the contract. Replacement with equipment of a higher category entails a charge for the price difference; no refund is provided in the case of a lower category.

6. Cancellation and refund policy

16. Early termination of the contract is possible only by returning the equipment; the amount paid is non-refundable, except as provided in the following points.
17. Applicable cancellation policy:
 - a. Cancellation up to 7 days before the start of the rental: full refund of the amount paid
 - b. Cancellation from 6 to 3 days before the start of the rental: 50% refund of the total amount
 - c. Cancellation from 2 days before up to the day of the rental: no refund
18. Refunds (exclusively in the form of a purchase voucher) are issued in the case of illness or injury, upon presentation of a valid medical certificate.

7. Documents, payment and credit card

19. At the time of collection of the rented items, the User must provide their credit card details on the request form. From the moment the rented items are handed over, the User authorises Dolomiti Adventures S.r.l. (hereinafter, the "Operator") to charge to the credit card provided any amount corresponding to any loss incurred by Dolomiti Adventures S.r.l. as a result of damage, loss or theft of both the bikes and the rented accessories. The contract is effective only after payment has been made.
20. Should the User provide untruthful information, Dolomiti Adventures S.r.l. reserves the right to file a complaint with the judicial authority, including in relation to the offence under Article 494 of the Criminal Code.

8. Personal data protection notice (Art. 13 of Legislative Decree 196/2003)

21. Pursuant to this article:
 1. The personal data collected will be processed in compliance with the provisions of Law No. 675/96 and subsequent amendments, solely for purposes connected with the performance of the rental services.
 2. The processing is carried out in automated form by specifically appointed persons.

3. The provision of data is necessary for the purposes of the contract; any refusal makes it impossible to proceed with the rental.
 4. The personal data is not subject to dissemination.
 5. The data controller is Sabina Valentini, Sole Director of Dolomiti Adventures S.r.l.
 6. In providing their data, the User declares that they freely give their consent to processing for statistical use and for the Operator's commercial communications.
22. The User may at any time exercise the rights provided for under Article 13 of Law 675/96 by writing to Dolomiti Adventures S.r.l., 39048 Selva Gardena, or by sending an e-mail to info@dolomiti-adventures.com.

9. Final provisions

25. By renting from Dolomiti Adventures S.r.l., the User accepts these general terms and conditions of contract, the rates in force and displayed to the public, as well as the facility's opening and closing hours.
26. By signing the rental form, the customer fully accepts the rental conditions.
27. Court of competent jurisdiction: Bolzano.