

# Imboden Bike, Rental Shop, Lauterbrunnen

## General Terms & Conditions

### Bike Rental

1. The contract is concluded between the booking customer and Imboden Bike. Personal data that you provide on this website will be processed and used in compliance with the applicable national and European data protection regulations, exclusively for processing your requests or reservations. Imboden Bike will always respect the confidentiality of your data and will not sell, rent or make them available to third parties.
2. The booking customer confirms with the conclusion of the reservation, the correctness of the personal data, which serve for the professional attitude. It is forbidden to change them arbitrarily.
3. The return of the vehicle must be done by 5 p.m. on the day of the rental or the last day of the rental.  
In the low season (November to April), the return time on weekends is 16:30.
4. In case of late return, more than 15 minutes after the return time, we charge CHF 50 per bike.
5. Each renter is responsible for the proper return of the equipment up to the retail value of the rented products. The transfer of the sports equipment to third parties is not permitted. The renter has to take care that the equipment is stored in such a way that any confusion or theft is prevented. In case of damage to the bike, the renter is fully liable, material costs and repair.
6. The renter is liable for lost and stolen rental items. In case of theft, the renter must report within 24 hours to the competent security authority and report the theft demonstrably and immediately to the landlord.
7. The prices include 7.7% VAT.
8. For all disputes, in connection with or relating to reservations or the renter or the use of equipment under this reservation are exclusively the national courts in Switzerland competent.
9. In case of delay in receiving the rented equipment, the client is required to inform the company Imboden Bike as soon as possible. The reserved material will be held back by the

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store for max. 1 hour. From this time on, the material will be released for rental again without the client being entitled to any compensation.

**10. Cancellation policy / Cancellations:**

There will be no refund if the equipment is received late on the part of the renter, cannot be received at all for other reasons, or is returned early.

Unfavorable weather conditions or other hindrances beyond the control of Imboden Bike do not entitle the renter to cancel the contract.

In case of injury or illness of a renter during the rental period, the following provisions shall apply upon presentation of a medical certificate:

a) A refund of the rental price is only possible if the rental equipment is returned to the lessor immediately after the occurrence of the injury/illness.

b) If point a) is fulfilled, the overpaid rental amount will be refunded from the date of issue of the mentioned medical certificate. No refund is possible without the medical certificate.

**11. The conditions of the roads and bike paths are not our responsibility.**

**12. These General Terms and Conditions apply to the reservation, booking and payment of rental equipment via internet, e-mail, telephone and store.**