

# General terms bike rent



1. This rental agreement is entered into with CvA tavel, Chamber of Commerce No. 91635233.  
The bicycle you rent for your holiday period in Uganda / Rwanda is described in the rental agreement.
2. When you book your trip, we will reserve your chosen bike for you.  
Based on the body height you specify, we determine the size of the bike.
3. The bicycle is delivered in perfect conditions of use, including any accessories and authorised equipment. The hirer shall return all equipment in the same condition in which it was delivered.  
Wear and tear on tyres and brake pads are excluded.  
Any complaints regarding the condition of the bike must be made before the rented bike is accepted.  
The cost of repair or replacement of the bike and/or equipment shall be borne by the hirer, who shall inform the lessor of any damage to the bike and/or its malfunction.
4. The hirer shall take all necessary measures to prevent theft, loss, misplacement, theft or damage of the bicycle and the rented equipment. In the event that any of the aforementioned circumstances occur during the rental period, the customer/renter is fully responsible and must immediately cover the full cost of replacement, paying the amount of the goods mentioned in the rental agreement.  
In consultation with you, we will decide whether you want a replacement bike.  
A new lease will be made for this purpose.  
To that extent, the hirer authorises the company to charge the amount corresponding to the damage to the bike to his credit card, and in case of theft or loss, the amount of the value mentioned in the rental agreement.

At the end of the rental agreement, the lessor shall ascertain the condition of the rented equipment and, if applicable, evaluate the loss or damage to it.

At all times, CvA travel reserves the right to change or cancel organised activities due to unfavourable weather conditions or reasons outside the organisation. This is no reason for reducing the rental price.



5. The hirer declares to be over 18 years old and to have full physical and mental capacities, as well as to be perfectly healthy, to have sufficient knowledge and experience to use the rented equipment, and is aware that this activity is carried out entirely at the hirer's own risk.

The tenant hereby declares that the landlord has been duly informed of any medical or psychological conditions from which the tenant may be suffering.

The company is not liable for any accidents, material or personal damage the hirer might suffer as a result of this activity.

6. The hirer has the option of taking out insurance for the bicycle.

See rental agreement MTB / E-MTB.

This insurance does not cover civil liability, personal damage or injury, and/or damage/injury to third parties. Theft/loss are also excluded.

- 6.1. The rental agreement is part of the booking, for which the terms of payment apply.

7. In case of an accident, damage, loss or theft of the bicycle, the hirer will immediately inform the guide. In case of damage, the guide will decide whether the bicycle may continue to be used or needs to be replaced.

The hirer is not allowed to transfer, sell, mortgage, exchange or sublet the bicycle or any part thereof, including any tools and items supplied with it.

8. The improper use of the bicycle is prohibited. The installation of accessories or items on the rented bicycle is only allowed when these items are installed and dismantled by CvA travel's own mechanics.

Depending of course on what you wish to assemble.

Similarly, the bike should not be taken out of the country where it is rented unless the route to be ridden (the guidebook) indicates this.

Without prior permission from the lessor, that bike may not be used for amateur or professional competitions.

Wearing a helmet is compulsory at all times while riding a bicycle.

You will receive a helmet together with your bike.

These are available in sizes S / M / L / XL / XXL

9. The hirer hereby declares to have knowledge of the use of the rented bicycle. The tenant declares to observe the points below.

- To treat/use the bicycle as if it were his/her property.
- Always ensure that it is stored in a safe place.
- Never empty the bike on the side of the derailleur.
- In case of detecting creaking or strange noises.



- Shifting gears is not smooth.
- Having to fully squeeze the brakes without the bike slowing down as it should.
- Making noise as soon as the brakes are squeezed.
- E-MTB, failure to provide pedal assistance.
- E-MTB all error messages on the bike's display.

In case one/more of the above points are identified by the tenant, he/she should report it to the guide immediately.

The guide decides whether the bike can/may continue to be ridden or needs to be repaired, if possible replaced.

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