

# General terms and conditions

Valid from January 2020

## Experience tours

### 1. Booking enquiries

As we can only accept a limited number of groups each day, please contact us in good time. Booking enquiries can be made by telephone (062 959 55 71), e-mail (erlebnis@flyer.ch), or with the contact form on the website.

### 2. Booking confirmation

You will then receive a written booking confirmation from us, which will become a definitive booking within five days if we do not hear otherwise from you. Please contact us one to two weeks before the experience to discuss the final details with us.

### 3. Changes to the programme

If you would like to change anything, please get in touch with us as soon as possible. Provided we have available capacity, we will be happy to provide you with additional services.

### 4. Payment terms

Once the booked event has taken place, we will send you an invoice by post for the booked and provided services. The invoice is due for payment within 30 days of the invoice date. Courses and individual experiences must be paid for on site in cash, or with an EC card or credit card

## FLYER rental

### 1. Prices

The valid prices in the rental price list at the time the contract was concluded shall apply to the rental.

## Generally applicable regulations

### 1. Cancellation terms

In the case of reduced bookings or cancellations, the following charges shall apply:

	0 - 1 day in advance	2 - 5 days in advance	6 - 10 days in advance
All-inclusive packages	100 %	50 %	25 %
FLYER courses	100 %	50 %	25 %
Rental of up to 5 FLYER e-bikes	100 %	25 %	-
Rental of 6 or more FLYER e-bikes	100 %	25 %	-
Factory visits	100 %	50 %	25 %
Catering	100 %	100 %	25 %

### 2. Proper use of FLYER e-bikes

You will receive the FLYER e-bike and accessories in a roadworthy and clean condition. Any complaints in this regard must be reported immediately upon receipt of the bicycle. FLYER e-bikes and accessories must be used properly and carefully and returned in good condition at the agreed time. It is not permitted to use the bicycles for racing purposes or to ride in a competitive manner. It is also prohibited to ride on single trails (unless you are on a FLYER e-MTB) or to ride off-road. It is obligatory to wear a bicycle helmet when riding bicycles rented from FLYER AG.

### 3. Liability and insurance

Renters and experience visitors are liable for all damage or accidents arising from improper use of the e-bike or during an offer. Any arising costs (repair costs or replacement value in the case of write-off, theft or loss) shall be charged to the renter. Instructions issued by our guides must be followed at all times. Visitors and renters are responsible for their own liability and accident insurance. Riding on all roads and trails is always at the renter's own risk.

### 4. Minimum age, driving licence and fitness to drive

FLYER e-bikes are only rented out to people aged 14 years and above. 14- and 15-year-olds must hold a suitable driving licence (at least Swiss category M). A driving licence is also required for persons aged 16 years and above for FLYER e-bikes with pedal assist over 25 km/h. FLYER e-bikes will not be rented out to people who are unfit to drive.

### 5. Place of jurisdiction and applicable law

The sole place of jurisdiction shall be Huttwil. Swiss law shall be applicable.