

GENERAL TERMS AND CONDITIONS

Valid from January 2022

Experience tours

1. Booking enquiries

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

2. Booking confirmation

We will then send you a booking confirmation in writing (for events) or a rental agreement. In the case of group events please contact us 1 to 2 weeks before the experience to discuss the final details.

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. If it is not paid in full within this period, you will be deemed to be in default of payment according to Art. 102 ff, Swiss Code of Obligations (OR) without further reminder. 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 prices of FLYER AG valid at the time of the conclusion of the contract apply to the rental.

2. Consultation appointment including test drive

By appointment, we offer free consultations with test drives, which can be booked online or by phone (062 959 55 55). Without prior notice, we expect you at the agreed time in the showroom in Huttwil.

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 %
Consultation appointments	-	-	-

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, experience visitors and test riders 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. In the case of a long-term rental (from 1 month), the renter can have wear material such as brake pads replaced free of charge at the FLYER rental station. If the renter prefers to go to the FLYER dealer in his region, the costs must be borne by the renter. Instructions issued by our guides must be followed at all times. Visitors, renters and test riders 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

The minimum age for riding a FLYER e-bike is 14 or 16 years. Persons aged 14 and 15 may only ride a FLYER e-bike up to 25 km/h if they hold at least a category M driving license. From the age of 16, no driving license is required to ride a FLYER e-bike up to 25 km/h. FLYER e-bikes with pedal assist of up to 45 km/h are permitted from the age of 14 and require a valid driving license of at least category M at all times. Two-seater FLYER tandems with pedal assist of up to 25 km/h may only be steered by people over the age of 16 and accompanied only by people who are able to pedal while sitting down.

5. Collection

If a customer has to be picked up during the FLYER rental in the Huttwil region due to physical exhaustion or incorrect allocation of the battery power, we reserve the right to charge CHF 50.00 for the additional expense.

6. Applicable law

Swiss law shall be applicable.