

## **Cancellation and Refund Policy**

To ensure high-quality service and bike availability for all customers, the following terms apply:

**1. Cancellation:**

Cancellation more than 14 days before the rental date → 100% refund

Cancellation between 14 and 7 days before the rental date → 50% refund

Cancellation less than 7 days before the rental date → no refund

**2. No-show:** Failure to collect the bike on the agreed date (no-show) is treated as a late cancellation → no refund.

**3. Date changes:** Rescheduling is possible upon request and subject to bike availability.

**4. Refund method:** Refunds will be processed using the original payment method within 7 business days after cancellation approval.