



General Rental, Payment and Terms of Use

1. General Provisions

At AbilityHub s.r.o., our goal is to provide people of all ages and with different mobility needs with safe, comfortable, and accessible transportation. All vehicles are technically inspected before each rental and are maintained on a regular basis. By signing the rental agreement, the renter acknowledges and accepts these General Rental, Payment and Terms of Use as an integral part of the rental contract.

2. Definitions

The following terms are used in these Terms and Conditions:

Lessor:	AbilityHub s.r.o.
Renter:	The person entering into the rental agreement.
Rider:	The person who operates the rented vehicle.
Passenger:	An additional person travelling on the vehicle in accordance with its approved capacity.
Vehicle:	Any bicycle, e-bike, tricycle, tandem bicycle, adaptive bicycle, e-scooter or trailer rented by AbilityHub.
Accessories:	Helmets, locks, battery chargers, batteries, child seats, bags, and other accessories.
Rental Period:	The agreed period between the handover and return of the vehicle.
Damage:	Any deterioration, defect, or damage affecting the vehicle or its accessories.
Breakdown:	A technical malfunction that prevents the vehicle from being used safely.

3. Conclusion of the Rental Agreement

A rental agreement may be concluded in person, by telephone, by e-mail, or through the online booking system.

The contract is concluded upon confirmation of the reservation by the landlord and receipt of payment or the down payment (if agreed upon).

The Lessor reserves the right to refuse or cancel reservations for justified reasons, including adverse weather conditions affecting safety or events of force majeure.

4. Reservations and Payment

Reservations are subject to vehicle availability.

All prices are based on the current price list.

Payment may be made online, by credit card, bank transfer, or in cash.

The Lessor may require a security deposit.

No changes to the agreed rental price shall be made after conclusion of the rental agreement unless they result from additional services booked subsequently or an extension of the rental period.

In the event of cancellation, the following refund policy applies:

- up to **7 days** before the start of the rental: **100% refund**
- up to **2 days** before the start of the rental: **50% refund**
- less than **2 days** before the start of the rental: **no refund**

5. Vehicle Handover

Each vehicle is inspected for roadworthiness before being handed over.

The renter receives an introduction to the operation of the vehicle and, where necessary, a supervised test ride will be carried out.

By accepting the vehicle, the renter confirms that both the vehicle and all accessories are in proper working condition.

Any existing damage shall be documented in the rental agreement before the vehicle is handed over.

6. Use of the Vehicles

Vehicles may only be used for their intended purpose. The rider shall, in particular:

- comply with all applicable traffic regulations;
- observe all legal limits regarding alcohol and drugs;
- treat the vehicle with due care;
- not allow third parties to use the vehicle without the Lessor's consent;
- refrain from making any modifications to the vehicle.

The vehicle must always be parked safely and locked whenever left unattended.

For rentals extending over several days, the vehicle must be stored overnight in a locked indoor location.

The vehicle is used entirely at the renter's and rider's own risk.

7. Additional Provisions for Specific Vehicle Types

Bicycles may only be used on public roads and suitable cycling paths.

For e-bikes, no specific riding range can be guaranteed, as it depends on factors such as riding style, terrain, ambient temperature, assistance level, and total load.

Tricycles, tandem bicycles and e-scooters: A safety briefing and supervised familiarisation ride are mandatory before the first rental. The rider is responsible for instructing any passenger before the journey begins.

All applicable laws of the Slovak Republic shall be observed, particularly those relating to helmet requirements and driving licence requirements where applicable.

The maximum permitted load capacity of the vehicle must not be exceeded.

8. Rights and Obligations of the Renter

The renter undertakes to:

- handle the vehicle with due care;
- carry out regular visual inspections during the rental period;
- report any damage immediately;
- comply with the agreed rental period;
- return all keys and accessories in full upon return of the vehicle.

9. Rights and Obligations of the Lessor

The Lessor undertakes to:

- provide only technically sound and roadworthy vehicles;
- give the renter proper instructions regarding the operation of the vehicle;
- provide assistance in the event of technical defects within the scope of the agreed services;
- treat all personal data confidentially.

10. Liability

The renter shall be liable for any damage caused intentionally or through negligence.

Normal wear and tear resulting from proper use shall not be regarded as damage.

The Lessor's liability shall be limited to the extent required by applicable law.

11. Damage, Theft and Accidents

Any accident, theft or damage must be reported to the Lessor immediately.

In the event of a traffic accident, the police must also be notified without delay.

The renter shall not leave the scene of the accident until all legally required measures have been completed.

12. Breakdown Assistance

In the event of a technical breakdown, the Lessor will assist the renter with repairs or vehicle recovery.

Costs arising from improper operation, discharged batteries, or misuse of the vehicle may be charged to the renter.

13. Delivery and Collection Service

Upon request, AbilityHub will deliver the rented vehicle to the agreed location and collect it again at the end of the rental period.

Charges for this service are based on the current price list.

14. Data Protection

Personal data will be processed solely for the purpose of administering and performing the rental agreement.

15. Final Provisions

These Terms and Conditions shall be governed by the laws of the Slovak Republic.

Should any provision of these Terms and Conditions become invalid or unenforceable, the validity of the remaining provisions shall remain unaffected.

The current version of the **General Rental, Payment and Terms of Use**, as published on the AbilityHub website, shall be binding.