

Please keep the Terms & Conditions with you during your bike trip.

BIWAICHI RENTAL CYCLE Terms & Conditions

Extra Cost in Case

1) If there is any damage or repairs needed to the bicycle upon return, we require all repair cost to be paid in full by you the rentee.

For instance, when parking the bike, make sure it is chained to something that can hold the bike up. If the bike is not securely chained up it may fall over. If the bike falls over there is a chance of damage to the derailleur which can cause for trouble while cycling.

2) If there are any problems that occur during your ride and would like to repair it at a bike shop, you may do so, but we ask for detailed information about why the repairs were needed. Depending on why the repairs were needed, we may or may not reimburse the repair fees.

3) In the case that the bike, basic equipment, or rental items are lost or stolen, you will be required to pay for the lost/stolen items.

4) Please be sure to return the rental bike to our shop by the specified return time. If you can't return it for some reason, we will charge you an extra 10000 yen as a pick up fee.

Time-of-use

Please follow our rental rules about time of renting and returning (between 9 am and 5 pm). If you are likely to be delayed, please contact us as soon as possible.

In the case of returns after 5 pm, late fees will be charged.

Please be sure to ride safe and make a reasonable plan that suites your cycling skills.



Bike Insurance

We have insurance on all our rental bikes. For the details, please check out the website of Japan Traffic Management Technology Association. <https://www.tmt.or.jp/safety/index2.html>

▼Insurance Guide



Contact Us

Please contact us as soon as possible when you have some trouble.

Telephone support is available during 9 am- 5pm. Please note that we tend to be busy between 9 am and 10 am on weekdays and in the morning on weekend so that we couldn't answer your call, and that we couldn't help you when we are off from work as the shop is closed.

You can leave a message to us via email or some message apps as follows.

[Contact] BIWAICHI RENTAL CYCLE **090-3863-8453** Business Hours: **9 AM ~ 5 PM**

LINE



WhatsApp



Facebook



Instagram



*If you have any trouble, please contact us via Phone, Email, or other message app.

⇒ Email: mail@biwaichi-cycling.com