

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 costs 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 trouble while cycling.

2) If there are any problems that occur during your ride and you 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 5,500 ~ 11,000 yen (It depends on where we have to pick up the bike) as a pick-up fee.

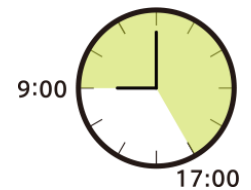
Time-of-use

Please follow our rental rules about the 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 safely and make a reasonable plan that suits 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 any issues.

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 weekends so that we can't answer your call, and that we can't help you when we are off 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



REGULATIONS

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

⇒ Email: mail@biwaichi-cycling.com

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REGULATIONS

This agreement shall be applied to customers who use the rental bikes of BIWAICHI RENTAL CYCLE (hereinafter referred to as "The Store") operated by NPO Gokanseikatsu (hereinafter referred to as "The Organization"). Matters that are not stipulated in this contract shall be based on laws or ordinary customs.

Article 1 (Purpose)

Through the use of this store, this organization aims to enhance the sports cycle lifestyle of customers and contribute to the popularity of sports cycle culture.

Article 2 (Eligibility for use)

Bicycles can only be rented to those who conform to all of the following items.

- 1.Those who agree with the purpose of the organization and who are able to observe these rules and other traffic rules.
- 2.Those who have telephone numbers or emails that can be contacted from the organization and store.
- 3.Persons who are able to present an identification card on the rental date to the store staff.
- 4.Persons who come to the store in person to follow the procedures specified in Article 6.
- 5.Those who do not consume alcohol.
- 6.If you are under 18 years of age, those who have parental authority or those over the age of 18 (hereinafter referred to as "parents") must be present during the loan period. Furthermore, if they are unable to join, a letter of consent is required with their signature. Parents shall bear the liability jointly with the principal under this agreement.
- 7.Those who do not have arrears or unpaid debts of rental cycle expenses in the past.
- 8.Others whom the store has judged are suitable candidates for cycling.
- 9.It is impossible to rent to only elementary and junior high school students.
- 10.Those who make sure to wear a helmet for safety.

Article 3 (Reservations)

- 1.The customer can make advanced reservations via online reservation or telephone to the store by 17:00 the two days prior to the loan request date.
- 2.When making a reservation, please include the user's name, age, height, telephone number, type of rental bike (cross bike or road bike), and the rental return desired date and time.
- 3Depending on the loan situation, you may not be able to rent the model you want.
- 4.Reservations made via online reservation will be considered complete upon customer's response to the confirmation email sent via online reservation system. Please note that customers who do not respond cannot rent bicycles from the store.
- 5.Please be sure to enter the email address that we will contact in the online reservation. If you have not received an automatic reply mail or reservation details confirmation email via online reservation system, please contact us by phone etc. Please set your email address settings so that email from us can be received. We cannot respond to troubles due to incorrect reception settings or emails.
- 6.Loans without reservations are possible, only when the store has some bicycles available then, but you need to pay the additional charge as determined separately by the organization. Preparation time (30 minutes to 1 hour) will be charged before lending. We will give priority to customers who make advanced reservations.
- 7.On the day of the loan date, if you are likely to be late for the appointed time, please call or email the store before the reservation time. Please consider the time required for the procedures specified in Article 6.

Article 4 (Change in reservation)

- 1.The customer can change the reservation by contacting the store by telephone or email.
- 2.When changing reservations, please inform the store of the type and number of bicycles to be rented, the desired date of loan request, and the date of return request.
- 3Depending on the loan situation, reservation changes may not be accepted.
- 4.With respect to booking changes after 17:00 on the last day of the cancellation period, pay the cancellation fee specified in Article 5.
- 5.Reservation changes will be canceled once and will be renewed once again.

Article 5 (Cancellation of reservation)

- 1.The customer can cancel the reservation by contacting the store by telephone or e-mail.
- 2.Cancellation will be considered complete when the customer receives a reply of cancellation acceptance by store staff. Please be mindful of this.
- 3.If there is no prior notification, the reservation will be cancelled after one hour of the scheduled rental if the customer does not show up.
- 4.A cancellation fee will be charged for any cancellations made after 17:00 the day prior to reservation.
 - 1.Cancellations from 17:00 two days prior to the scheduled reservation to 17:00 the day prior, will be charged 50% of the rental fee for all days scheduled.
 - 2.Cancellation after 17:00 on the previous day including automatic cancellation will be charged 100% of the rental fee for all days scheduled.
5. For the group of more than 10 people and travel agencies, there is a cancellation policy separately.

Article 6 (Application procedure)

The application procedure is as follows.

- 1.Confirm with the store staff regarding the notes and loan contents stipulated in the rental cycle application form "BIWAICHI RENTAL CYCLE Terms & Conditions" and the regulations.
- 2.Fill in the required items in the rental cycle application.
- 3.Check with the store staff the condition of the bicycle main body, standard equipment, and optional parts (hereinafter referred to as "lending commodities").
- 4.We will settle the loan fee. Loan rates shall be as set forth separately by the organization and shall be settled in prepayment in principle.
- 5.The store staff will give instructions on the items to be rented.
- 6.The store staff will adjust the bicycle body according to the customer.
- 7.The customer and store staff will confirm that there are no maintenance defects in the loaned product etc.
- 8.The store staff releases the lending item to the customer.

Article 7 (Returning Lending Items)

- 1.Customer should return the lending item to the store by the specified return time.
- 2.If returned earlier than expected return date, we will treat the remaining days as "cancellation of reservation". Cancellation charges will also occur as in Article 5.
- 3.Please return the lending item in the same condition as when lent. In case of abnormality or breakdown, please inform the store staff promptly.

Article 8 (Returning Lending Items at other locations)

- 1.Customer can return the lending item to other specified locations, only in the case that the customer applied for bicycle return options in advance and the organization approved it.
- 2.Customer need to pay the return option fee. The return option fee shall be as set forth separately by the organization and shall be settled in prepayment in principle.
- 3.Return locations are limited as the organization determined separately.

- 4.If you would change the return location, please contact the store immediately.

Article 9 (Establishment of Rental Agreement)

- 1.The loan agreement for lending commodities is established when the store receives the loan fee and releases the lending item to the customer.
- 2.In the event that the organization or the store is unable to accommodate the group due to bicycle theft or other unforeseen circumstances, we may need to cancel the customer's reservation.

Article 10 (Invalidity of Application for Use)

- The following actions can invalidate applications from customers without requesting any notice and can request the return of lending items immediately when the customer falls under any of the following items during the loan period. In this case, the loan fee received by the store in Article 6 will not be returned at all.
- 1.When conducting an action contrary to these Terms of Use.
 - 2.When accidents are caused by reasons attributable to customer's negligence.
 - 3.When it ceases to fall under Article 2.

Article 11 (Overdue Loan Period)

- 1.If you expect you will be unable to return your rental in time, please contact the store promptly.
- 2.In the event a rental is returned past the agreed return time, the customer shall pay the excess fee specified separately by the organization.
- 3.If damages are given to third parties, such as failure of the next applicant due to delayed return, we shall indemnify the damage.
- 4.If the scheduled return time has passed and the customer has neither contacted the store nor returned their rental, we may confirm the negligence by telephone, postal mail, email etc. Even if there is no confirmation, additional charges will be incurred according to this agreement.

Article 12 (Usage of in-store facilities)

- 1.For each facility in the store, please exercise proper manners and proper use.
- 2.Please utilize the shower room cleanly. Please put garbage in the garbage box installed in each facility or notify the staff to assist you.
- 3.If you have forgotten any personal belongings, please contact the store staff. Forgotten items that can be stored are kept for two months by the store. However, items such as dirty clothing can be discarded at the discretion of the organization. Disposal costs will be borne by the customer, and no dispute appeal after disposition will be accepted whatsoever.
- 4.You are responsible for your belongings. If a theft occurs, the store will not be responsible whatsoever.
- 5.You cannot use the store past the regular business hours whatsoever.

Article 13 (Breakdown / Damage)

- 1.In case of broken or damaged items, please immediately halt their use and contact the store.
2. In the event of a punctured tire, customers who rent a repair kit from the store can use the kit to repair the puncture. If you do not know the proper repair method, please contact the store. Even if you repair at a bicycle store other than this organization, please contact the store.
- 3.We will charge the amount of damages for damages or breakage of the lending item due to reasons attributable to the customer.

Article 14 (theft / loss)

- 1.If the lent item is stolen or lost, please contact the store promptly.
- 2.If the lending item is stolen or lost due to reasons attributable to the customer, we will charge the amount of damages to the customer.

Article 15 (Accidents)

- 1.If you have an accident during the loan period, please contact the store promptly.
- 2.If necessary, please take measures taken by the law, such as contacting the police, on your own.
- 3.If the customer causes damages to the store or a third party due to reasons attributable to the customer's negligence, the customer shall indemnify it.
- 4.Compensation will be made within the compensation range of the TS coverage insurance.
- 5.If you need a settlement regarding the accident, you are responsible for your own actions. The organization and the store are not responsible for accidents at all.

Article 16 (Prohibited Acts)

Customers should not engage in the acts specified below during the loan period.

- 1.Acts including reckless driving, drunk driving, and other acts in violation of traffic rules.
- 2.Use of rented items in hazardous and/or improper locations, using improper methods.
- 3.Acts that would cause obstructions such as inhibiting pedestrian traffic.
- 4.Modification and alteration of the structure, equipment, etc. of the loaned commodity.
- 5.Unauthorized Returning Lending Items at other locations specified in Article 8.
- 6.Unauthorized extension of loan time.
- 7.Night riding from sunset to sunrise.
- 8.Riding off designated roads into areas such as lakeshores, forests, and riverbeds.
- 9.Allowing other persons to use rented items other than the person described in the contract.
- 10.Other acts contrary to laws and regulations.

Article 17 (Termination Due to Force Majeure Reasons)

The loan agreement will be terminated if the loaned product becomes unusable due to reasons of force majeure not attributable to natural disasters or other organizations, shops, or customer's negligence during the loan period. In this case, the customer shall promptly notify the store to that effect, and agree in advance that the loan charge will not be refunded.

Article 18 (Good Faith Principle)

If any doubt arises in the contents of this agreement, or when any matter not stated in this agreement arises, we will consult with customers, organization and store in good faith and make efforts to resolve them.

Article 19 (Court of Competent Jurisdiction)

When a dispute arises regarding the rights and obligations under this Agreement, the Otsu District Court shall make an agreement.

Revised February, 2025

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

⇒Email: mail@biwaichi-cycling.com