

**Please read the FAQ first and if you have any more questions unanswered, use our contact.**

**1. Are there special traffic rules I need to know?**

Yes! The traffic rules in Spain for cyclists also apply to you when it is moving on a bicycle rental. Check the advice offered by the DGT website for safety tips.

**2. Do I have to leave a deposit?**

Yes, normally 150 eur (aprox). However, it depends of the bicycle value. We accept credit card or cash. It's necessary the passport.

Your deposit is not paying your rent, everyone pays the rent on signing the contract. Note that our rates are based on cash payment (credit card + 2%)

**3. Can I extend the rental days once rented?**

Yes, please contact by e-mail to indicate dates and confirm the availability.

**4. What happens when a bike is damaged during the rental period rented?**

Although it is not your fault, you are responsible for all the damage that occurs to the bike rental, except damage caused by wear and tear. Treat your rental bike like yours.

**5. What if I steal bike rental?**

When they steal your rented bike, you will be liable for damages. By locking down the bike correctly, it is very unlikely to be stolen. You can choose to theft insurance.

**6. Are the bikes insured against theft?**

No, when you rent a bike you are responsible for the theft. The risk of theft is small when use padlocks, the way we are going to give instructions.

You have the option to insure the bike against theft. Check Rates rates in the insurance page.

**7. Do we have discounts for groups or long-term rentals?**

Yes. Groups for people over 10 get a 10% discount when payment is made together. For the periods longer than 1 week, we offer special rates.

**8. We rent electric bikes?**

Yes, we have electric bikes.

**9. Mountain and road bikes are rented?**

Yes, we have bikes for all types of customer. We also rented bikes with saddlebags for a minimum of 7 days.

**10. What if the day I booked the bike, it rains?**

We can not change the weather, but even bicycle in the rain can be fun. Bring your own clothes for Rain is an option. Good humor always helps make it a great day.

**11. Can I return the bike before the time agreed?**

Yes, of course. Only you pay for excessive hours rented out the contract.

**13. Maps?**

Yes, we can offer detailed maps showing bike lanes. If you plan to cover more ground, we can lead a MapShop specialist who has an impressive collection of maps.

**14. Where I can park my bike?**

The benefit of a bicycle is that you can park almost everywhere. Preferably in a bicycle parking, but a railing, etc ... .In anyway, always to a fixed structure. Make sure you never obstruct other traffic exits or emergency, never park near parked cars.

**15. Helmets are provided?**

Yes, if we do, on request of the customer. It is mandatory to wear helmets on interurban roads (roads linking the cities, such as the road linking the core of the core of Alicante with San Vicente). For hygiene reasons we not provide helmets but we provide them for children.

**16. Can I ride the bike rental with 2 people?**

No, we do not allow 2 people in a rental bike may damage the bike if you ride two people on the same bike. We allow children with a maximum weight of 25 kg on a bike, when seated in a child seat.

**17. Is it safe to ride a bicycle with a child in a seat?**

When you are an experienced cyclist, it is not dangerous to travel with a child. Always take your time and obey traffic rules. Please, never leave a child alone in a seat on the bike.

**18. Are you allowed to talk on the phone or listening to music on headphones while we drive on the bike?**

According to traffic rules it's not allowed.

**19. What happens if a tire is punctured or has a serious breakdown?**

We offer a repair kit and air pump free, on request. If you know how to fix a flat tire can continue their journey. Serious failures are rare because our bikes are always reviewed and a good maintenance. The contract contains the phone of our workshop, for a solution.

**20. Do I get a camera to change an air chamber in the rented bike?**

No, just a repair kit for patching is given camera. The contract contains the phone of our workshop, for a solution.

**21. Is it possible to leave bikes rented elsewhere than the physical store?**

No, we only have a shops in Alicante and a pick up point in San Juan Beach. With enough time on request, we can organize the transfer service.

**22. Do you organize guided tours?**

Yes, we organize guided tours for groups on request. We offer Alicante city tours, with a typical gastronomy to taste, and beach tours. Please contact with us to organize.

**23. How does the reservation policy work?**

When the reservation is more than 2 bikes, will have to pay a deposit not refunded in the absence of 2 days of onset of the contract. You can cancel without charge until 48 hours before the agreed rental period. For reservation more than 10 bikes, store contact the booking conditions. In high season and during holidays only reserve bikes if rented for a minimum of a week or when rented with a minimum of 10 people.

## ROUTES

The duration of these pathways depends on how much time do you spend looking around or take a break. All routes are based on an average cycling speed with regular stops.

## TRAFFIC TIPS

Cycling is fun, efficient, easy and safe if you follow a few rules.

### **1. Where you can travel by bike?**

You can not travel on sidewalks or pedestrian areas, except along the sidewalk of the quarry. It is mandatory circular bike lanes, however if there sidewalk bike can travel both on the sidewalk bike as on the road.

### **2. Rules Cycling**

It is mandatory to rear light, front light and bell.

You should be careful with the tram rails and cross them perpendicular to them and not on the same line. The bike should go on the road and have the same obligations vehicles.

Do not use bus lanes to circulate.

### **3. Park the bike**

Never leave the bike without locking even for a few seconds.

Always tie the bike to a fixed element, preferably a bicycle parking.

Always use 2 padlocks: 1 to fix the rear wheel, the fixed frame and 2 fixed element and the front wheel to the fixed element or the lock 1.

Do not park the bike in hidden places, always in places of passage that is in sight of the people.

### **4. Alcohol and drugs**

It is illegal to ride a bike under the influence of drugs or alcohol. It is also safer for you and other users. Enjoy our city.

## **PRICES ACCESSORIES**

Baby seat ----- 3.5 € / day or € 13.50 / week

Front basket --- 1 € / day or 5 € / week

Saddlebags ----- 3.5 € / day or € 13.50 / week

Padlock included. Kit punctures free on request.

## **BICYCLES**

All our bikes are well maintained and continuously reviewed for optimal tuning.

## RENTAL CONDITIONS

1. The bicycle rental is provided to you by paying a deposit and a copy of the passport or valid ID.
2. Upon receipt of the bicycle rental, you should check immediately and inform & City Bikes any damage or defective parts.
3. You agree to ensure that no physical damage to the bicycle changes are made.

4. You must return the bike at the end of the agreed rental period.
5. You accept full responsibility for any damage and / or theft of rented bicycle or accessories.
6. You accept full responsibility for the cost of repair or replacement incurred during the period rental.
7. Alicante Rental Bikes assumes no responsibility for any personal injury to you or to others or damage their belongings, or those of others, whether direct or indirect, by bicycle, or use thereof, no matter what is done, until the bicycle has been returned to Alicante Rental Bikes.
8. If the bike is broken you are responsible for costs incurred to transport back to the bike the city as well as repair costs, unless it is evident that it was a hidden defect bike.
9. Any misuse of the bicycle is strictly prohibited. Failure to comply with the terms and conditions on the bike may result in the loss of your deposit.
10. The bicycle is owned by Alicante Rental Bikes at all times and must be returned immediately to request of an authorized representative of the Alicante Rental Bikes.