

Terms and conditions for I’Velo Urban bicycles renting

/In order to benefit from the bicycles within the I’Velo program, the applicants must acquire the status of user. The status of user is acquired by logging in on www.ivel.ro or at one of the I’Velo rental centers in Herăstrău Park (Aviatorilor subway or Arch of Triumph) or Tineretului Park (Sincai entry). If the applicant registers at one of the aforementioned rental centers, he/she must hold his/her ID in original. Only people aged at least 16 years can acquire the status of user.

/ The IDs accepted are: identity cards and passports.

/CARDS WILL NOT BE ACTIVATED BASED ON PROVISIONAL OR EXPIRED IDs.

/The personnel of the center must check the validity of the ID, as well as the identity of the applicant. / The users, after having acquired this status, will receive an access card, that will be purchased at cost. The user will link the card to his/her own account. The value of the subscription chosen will be paid at the aforementioned IVelo centers or online on www.ivel.ro, visiting the page My Account. Both pupils, students and pensioners enjoy of discount when paying the subscription (daily, monthly, annual) only based on the pupil card, the student card or the pension slip.

/ THE USERS WILL PICK-UP AND ACTIVATE THE ACCESS CARDS OF THE AUTOMATED SYSTEM FROM I’VELO CENTERS SITUATED IN AVIATORILOR, ARCH OF TRIUMPH AND TINERETULUI AREA OF BUCHAREST.

/ THE USER WILL RENT ONE BIKE IF THERE ARE BICYCLES AVAILABLE AT THE RENTAL CENTER, WITH THE HELP OF THE ACCESS CARD, HE/SHE CANNOT RENT MORE BICYCLES AT THE SAME TIME.

/ If there are not available bicycles at the rental center, the user can call the Call Center at **021 327 57 78** to find out where available bicycles can be found.

/ THE USER IS LIABLE FOR THE USE OF THE BICYCLE, THE ROUTE CHOSEN BY THIS ONE, THE FULFILLMENT OF THE TRAFFIC RULES, THE INTEGRITY OF THE BICYCLE WHEN RETURNING IT.

/THE USER MUST ANNOUNCE BY PHONE ANY DEFECT OCCURRED WHEN USING THE BICYCLE, THIS ONE MUST RETURN THE BICYCLE TO THE CLOSEST I’VELO AUTOMATED CENTER.

/BICYCLES WILL NOT BE RENTED UNDER THE FOLLOWING CASES:

- TO PEOPLE AGED UNDER 16 YEARS

- TO CARRY PASSENGERS AND HAZARDOUS SUBSTANCES

- TO RACE

- TO BE SUB-RENTED

- WHILE THE ACCESS CARD IS BLOCKED IN THE SYSTEM

/The non returning of the bicycle within maximum 24 hours must be communicated to the law enforcement bodies at the nearest police section in the area where the event took place, to start the legal procedures to recover it, and by phone at the Call Center at **021 327 57 78**.

/ The defects registered during the use of the bicycle can be notified using the application installed on the posts of the station or at the Call Center at number **021 327 57 78**.

/ Following these notices, users will receive indications to settle each situation.

Users have the right to receive an answer regarding the notices or claims filed within 30 days.

/ THE DAMAGES, THE THEFT OR THE LOSS OF THE BICYCLE ARE BORNE BY THE USER, AND THE VALUE OF THESE DAMAGES WILL BE FOUND IN THE USER ACCOUNT.

/ THE ACCESS CARDS ARE NOT TRANSFERABLE TO OTHER PEOPLE AND CAN BE USED ONLY BY THE USER.

/ THE ACCESS CARD IN THE I'VELO SYSTEM IS NOT TRANSMISSIBLE TO OTHER PEOPLE.

/An user can have one valid card, to whom only one subscription can be assigned. An user can choose to modify the type of the subscription selected. This one can be renewed with the same subscription or with a subscription having a longer period of time. If an user holds a one-day subscription, he/she can modify it to a monthly or annual subscription. Passing from one type of cheaper subscription to another type of subscription having a higher value is realized by calculating the available balance (the price difference from the old subscription plus the price for the new subscription).

/The validity of the one-day subscriptions starts from the first rental. The start date of the periodical subscriptions (monthly or annual) can be set upon the customer's will.

/TYPES OF SUBSCRIPTION:

The following types of subscription are available:

- daily
- monthly
- annual
- daily – with discount
- monthly – with discount
- annual – with discount

Valid discounts of the monthly and annual subscriptions are applied only for pupils and students (ID holders), based on the pupil/student card bearing the valid visa, upon submitting them at the rental centers (Aviatorilor, Arch of Triumph and Tineretului).

/ Exceeding the free rental time, assigned to the type of subscription chosen by the user, the damages to the bicycle, as well as its theft and/or loss, trigger extra cost for the user.

Subscription type	Fees LEI	Free minutes	Minutes between rentals	>30 min	>60 min	>90 min	>120 min
ANNUAL	100 lei	30 min	30 min	4 lei	8 lei	20 lei	25 lei
ANNUAL - WITH DISCOUNT	70 lei	30 min	30 min	4 lei	8 lei	20 lei	25 lei
MONTHLY	35 lei	30 min	30 min	4 lei	8 lei	20 lei	25 lei
MONTHLY - WITH DISCOUNT	25 lei	30 min	30 min	4 lei	8 lei	20 lei	25 lei
DAILY	10 lei	30 min	30 min	4 lei	8 lei	20 lei	25 lei
DAILY - WITH DISCOUNT	7 lei	30 min	30 min	4 lei	8 lei	20 lei	25 lei

The subscription becomes inactive until the payment of the outstanding debts. The user can use the access card only to access the information, but he/she cannot rent bicycles. The payment of these cumulated outstanding debts is made at the aforementioned IVelo centers or online on www.ivel.ro, accessing the page My Account. The inactive accounts are not extended automatically the validity term.

/ Online by credit card (Visa/Mastercard/Maestro)

The online portal <https://www.ivel.ro> uses for online transactions the services of Raiffeisen Bank/EuPlatesc. You can make an online payment with your personal card or your company's card in complete safety. The card accepted for payment are the one issued by VISA (Classic and Electron) and MASTERCARD (including Maestro, if they have CVV2/CVC2 code). The payment is based on a secure online transaction processing system that provides privacy, safety and ease of purchasing goods and services via the Internet. Card data processing is done exclusively through the bank, our shop does not solicit or store any of your card details.

Important to know! – For payments by credit card there is no tax charged!

/ Exceeding the free rental time, assigned to the type of subscription chosen by the user, the damages to the bicycle, as well as its theft and/or loss, trigger extra cost for the user.

/If the delay when returning the bicycle is higher than 120 minutes, a Call Center operator will contact the user by e-mail or by the mobile phone to find out the reason of the delay and find the solutions to return the bike to the l’Velo stations. If the user cannot be reached, he/she rejects to return the bike or he/she supplies wrong information to the l’Velo personnel about the reasons for not returning the bike, the bicycle recovery procedure will be started and the law enforcement bodies will be informed. Failing to return the bicycle within maximum 24 hours as of the moment when it had to be returned, the deed of the user may represent the infringement of abuse of trust, sentenced, pursuant to art. 238 of the criminal Code, with prison between 3 months and 2 years or with fine, in this case the law enforcement bodies will be announced immediately.

/ If the user cannot return a bicycle for reasons beyond his/her control – defect posts or lack of docking places, the user has the right to ask that the bicycle be taken by a l’Velo team or to be granted extra time free of charge, necessary to deliver the bicycle to another station, calling the Call Center at the number **021 327 57 78**.

/When returning the bicycle, the user will be calculated the eventual exceeding of the initial time free of charge or the rental time. The access of the user to the system will be restricted until the payment of the outstanding debts.

/ The user has the right and can ask a receipt from the automatic rental stations, both when renting and when returning the bicycle.

/ Each card has a PIN code. Using 3 times a wrong PIN code triggers its blocking. To unblock it, please call the Call Center at **021 327 57 78**.

/The user has the right to change free of charge, without reducing the time of use, a rented bicycle, if he/she notices that it has a defect. Changing the bicycle will be made within maximum 5 minutes as of the moment when the user began to use it. If the change has not been made within this time interval, it is considered that the user is guilty for the defect.

/The user has the right to check and to be informed about the time of use and the extra costs, as the case may be. This information is available by accessing the rental post after use, and in the user account on l’Velo website.

/ THE MAXIMUM LIMIT THAT A BICYCLE CAN BEAR IS 110 kg.

/If the bicycle is damaged /lost by the user’s guilty, the latter one will bear the repair/replacement costs corresponding to reinstating the bicycle to the condition in which it was delivered according to the list of damages displayed below:

- /Total damage /Broken frame /Theft: 1100 lei – bicycle model 26" (Geniesser 6.4)
- /Front wheel: 175 lei
- /Rear wheel: 306 lei
- /Chain guard: 25 lei
- / PVC board front/rear wheel: 180 lei
- /Tube: 10 lei
- /Tyre: 27 lei
- / Geniesser fork 6.4 (black): 110 lei
- /Shimano shifter 3v : 60 lei
- /Brake lever: 10 lei
- /Crank: 25 lei
- /Seat: 30 lei
- /Pedals: 25 lei / set
- /Handlebar: 30 lei
- /Handlebar support: 90 lei
- /Bell: 5 lei
- /Rear light: 17 lei
- /Dynamo headlight: 40 lei
- /Seat rod 27.2 mm : 45 lei
- /Antitheft device: 35 lei

Green Revolution Association is registered as personal data operator under no. 17259, processing the personal data supplied by the users to the following purposes: statistics, advertising, marketing and publicity, as well as related to „i’Velo” project. By signing the rental contract, the user expresses his/her express agreement to process his/her personal data, including the personal number (CNP), to the aforementioned purposes, under the conditions disposed in the rental contract.

According to Law no. 677/2001, regarding the people protection related to personal data processing and free circulation of data, the user enjoys of the access right, of the intervention right on data, as well as of the right not to be referred to an individual decision. The user has the right to oppose the personal data processing regarding him/her and to ask the data deletion. To exercise these rights, the user can address by written, dated and signed letter at the office of Green Revolution Association or by e-mail, at office@greenrevolution.ro. The user is also recognized the right to sue before the competent courts of law. The deletion of personal data can be requested to the employee from the rental center when returning the bicycle or at any moment when the user does not hold a rented bicycle or received within i’Velo program.

Contact data:

- i’Velo address: Intrarea Valului nr 2, sector 1, Bucuresti
- Call Center: 021 327 57 78

- Working hours: 24 /24, 7 days /7 days
- Call Center: Monday-Sunday 10.00 – 22.00
- Email: office@greenrevolution.ro
- Website: www.ivel.ro