

ALL ABOUT BREAK & THEFT GUARANTEE

A guarantee that covers you against
breakage and theft of your bike



What is covered

- All accidental breakage of the bike
- Theft by mugging / break-in
- Theft of the bike attached to a fixed point with the bike lock provided



What is excluded

- Theft of the bicycle not attached to a fixed point
- Non-fixed accessories (pump, bike computer, battery ...)
- Punctures and wear and tear damage (e.g. broken brake cable, scratches)
- Not following the renter's instructions



In case of problems

- Sworn statement directly to the renter
- Break : A deductible of 10% of the repair with a minimum of 10€
- Theft : A deductible of 10% of the value of the bike

(A declaration to the police must be made within 24 hours.)

FREQUENTLY ASKED QUESTIONS

Does my Gold or Visa Premier card already cover equipment rentals ?

Most Gold cards only cover ski rental as part of their their «Carré Neige» guarantee. However, bike rental is not covered.

What happens if I have a problem with my bike rental ?

If you break the rented bike, you must :

- Clearly explain to the rental company how it happened to you and indicate the date, time and the place where it's happen.
- Pay 10% of the repair (minimum 10€) to the renter.

If your rented bike is stolen, you must :

- Report the theft to the police within 24h
- Provide the police record to the renter
- Provide the keys of the lock to the renter (+ for electric bike, the control consol if not fixed + the battery keys)
- Pay 10% of the value of the rentedu bike.

Exemple : your rented electric bike is stolen when it was attached to a barrier with the renter's lock, you only pay 200€ on the 2 000€ of the bike.

Does my civil liability or home insurance cover the rental?

Most liability policies do not cover property damage made in the context of a rental. They will only reimburse you only if you cause damage to someone else.

Does the guarantee cover flat tires and stolen accessories?

No, the guarantee does not cover punctures and wear and tear (e.g. broken brake cable, scratches). Accessories that are not fixed to the bike are not covered either.

Does the guarantee cover the theft of a bike not attached to a fixed point?

No, theft of the bike not attached to a fixed point is not covered. You will be responsible for the cost of reimbursing the bicycle.

You must each time attach your bike to a fixed point by the frame with the rental bike lock.

What is a fixed point ?

A fixed point is a fixed part of a floor or wall to which the bicycle is attached and which cannot be detached by lifting or tearing off (e.g.: a metal barrier in the city).

THE BEST INSURANCE IS TO NEVER HAVE YOUR BIKE STOLEN!



How to avoid spending hours at the police station?

We give you below, some tips to avoid having your bike stolen.



When should I lock my bike?

- Always lock your bike, even for a short time and even indoors.
- Park your bike in a well-lit, well-traveled area.
- Avoid parking in the same place for several days in a row and avoid sharing your habits on social networks.



How do I properly attach my bike?

- Attach the components in order of value: the frame, then the front wheel and then the rear wheel, and do so at a fixed point.
- Secure your bike next to other bikes that may be less secure or better looking than yours.
- Be sure to lock any installed anti-theft mechanism, such as the battery lock.
- Place the lock so that it is as tight as possible, off the ground and with the lock facing down.



What to do with accessories?

- If you park your bike for a long time (in the evening, overnight or during the day), always take your battery with you to make it unusable. This reduces the chance of theft by 90%.
- Remove any accessories, such as your GPS, lights or console if it can be removed, before leaving your bike.
- Equip your bike with anti-theft axles for your wheels and seat rather than the original, easily removable ones.



With all these tips, you no longer have to worry about walking home and having a bad day!