

## Call a Bike Price List

### 1. Registering and using a customer account

- 1.1. Registering with Call a Bike is free if you register online or via the smartphone app. Registration via our customer service phone line is subject to a one-off fee of EUR 5.
- 1.2. The respective current local tariff and the product-specific price list shall apply (e.g. service charges/special fees). Personal pricing conditions only apply to the tariff for which the Customer has applied and registered.

### 2. Tariffs with reductions and special arrangements

- 2.1. The Customer is entitled to reduced rates if he submits verification of this to the Provider. The Provider offers discounts for holders of a BahnCard and students. Verification of the entitlement to reduced rates must be submitted on registration.
- 2.2. In order to use rates based on a special agreement (e.g. a semester charge) the Customer must use the email address which was assigned to him/her personally (e.g. that of the respective university or company server) when supplying his/her customer details.
- 2.3. If there is no right to use the special agreements, either due to action by the user (e.g. change of email address) or because the contractual agreement with the Provider's cooperation partner, under which the special conditions were agreed, no longer applies, the Provider is entitled to change the Customer or user to the basic tariff.

### 3. Light Option

- 3.1. There is no annual fee for the Light tariff. Travel costs and any special fees according to §9 of this price list apply.
- 3.2. The Light tariff costs 0.10 euros per minute, but a maximum of 9 euros per 24 hours (daily price). In contrast to the Basic and Comfort tariffs, there is no 30-minute interval for this tariff.
- 3.3. In the Light tariff, one bike can be used on the same customer number at the same time.

### 4. Basic Option

- 4.1. The Basic tariff costs € 3 for a one-year pass.
- 4.2. Under the Basic tariff, Call a Bike costs € 1 per 30 minutes of rental time, up to a maximum fee of € 9 for a 24-hour period (daily price). After 24 hours, the rate goes back to € 1 per 30 minutes.
- 4.3. Basic option users can hire two bikes simultaneously using the same customer number.

### 5. Comfort Option

- 5.1. The Comfort tariff costs € 48 for a one-year pass. As of 15 July 2020, new customers will be billed with €4 on a monthly basis.
- 5.2. The reduced Comfort tariff costs € 39 for a one-year pass. As of 15 July 2020, new customers will be billed with €3,25 on a monthly basis.
- 5.3. The first 30 minutes of a trip are free of charge (not applicable to pedelecs/e-bikes). Once this first half-hour is up, users pay EUR 1 for every subsequent 30-minute period.
- 5.4. The daily price (24 hours) under the Comfort tariff is limited to € 9.
- 5.5. Under the Comfort tariff an additional partner bike can be added to the booking which costs € 29 for the one-year pass or € 7 where charging is monthly.

- 5.6. In towns/cities where the first 30 minutes of use are free, this free period is the same for Comfort option customers.

### 6. Purchasing credit (Bonus Packages)

- 6.1. Users purchasing credit will receive a bonus.
- 6.2. Bonus package 10: € 10 buys travel credit worth € 12
- 6.3. Bonus package 20: € 20 buys travel credit worth € 25
- 6.4. Credit remains valid for 12 months from purchase of the Bonus Package.
- 6.5. If there is any remaining credit at the end of this 12-month period, it is automatically added to a new package if a user buys one.
- 6.6. Credit can only be used to cover costs relating to actual journeys, not the annual fees or service charges.

### 7. Rental price when not in use

Any period of non-use during the rental period is deemed to be part of the normal rental period and subject to the normal rental price.

### 8. Special fees based on location

- 8.1. Flex fee: users can return their bikes free of charge at the Call a Bike stations located in the core zone of their town/city. Leaving a bicycle elsewhere incurs a surcharge of EUR 1.
- 8.2. Surcharge for use of prohibited parking places (variable service charge of up to € 50): Returning the bicycle to a prohibited parking place (cf. Part 2, Clause 7 GTCs, Prohibited Parking Places) may give rise to a variable service charge.
- 8.3. Obstruction (€ 10): Applies where bicycles are left in a location which causes an imminent obstruction and have to be removed by our service team.
- 8.4. Inaccessible location (€ 20): Applies where users leave bicycles in a location which is not barrier-free and publicly accessible, e.g. a gated internal yard, stairwell, cellar, etc.).
- 8.5. Where fines are imposed by authorities for administrative offences, the Provider reserves the right to pass these on to the user in full.

### 9. System-based Call a Bike service charges

- 9.1. External location (€ 10): Applies where users leave bicycles outside the core zone but within the boundaries of the town/city. This does not apply where users merely stop off (make travel breaks) in these areas.
- 9.2. Outside town boundary (€ 25): Applies where users return bicycles by leaving them at a location outside the boundaries of the town/city where they hired them.
- 9.3. Leaving the bicycle without properly locking it (variable service fee of up to € 50): A service charge of up to € 50 will be charged where bicycles are left unlocked. If this results in loss or damage to the bicycle, the user may be made liable for the bicycle's replacement value. The limitation of liability under Part 1, Clause 8.1 GTCs shall not apply in this case.
- 9.4. If a bicycle remains unused for more than two days, Deutsche Bahn Connect GmbH is entitled to terminate usage unilaterally. The company will then charge the user the full cost of usage until this point in time.



- 9.5. Actual costs (variable service charge): In certain circumstances, Call a Bike reserves the right to charge a service fee commensurate to the workload required by the given situation.

#### **10. Maximum liability**

- 10.1. Pursuant to Part 1, Clause 8.1 GTCs, liability for damages due to theft or damage during the rental period (excluding wilful intent and gross negligence) is subject to a maximum limit of € 140.
- 10.2. Pursuant to Part 1, Clause 3.6 GTCs, liability for improper use of the customer number (only where reported immediately) is subject to a maximum limit of € 75.

#### **11. Surcharges**

- 11.1. Sending invoices by email is free of charge. In addition, the invoice can be accessed on the customer portal free of charge.
- 11.2. Fees for payment transactions: A flat-rate fee of € 5 is charged for return debit transactions. The right to charge higher fees in a given instance depending on the actual workload is not affected by this (Part 1, Clause 5.2 GTCs).

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