

Terms & Conditions Bike Rental Drop&Go

Cycling in the city can be hectic, especially if you're not used to Amsterdam-style traffic! Here are a few things to keep in mind after you hire a bicycle:

Stay in your lane: use the bicycle lane on the right-hand side of the road, marked out by white lines and bike symbols.

Follow the rules of the road: adhere to all traffic lights and signs; don't cycle on footpaths, shopping streets, pavements and motorways. Don't cycle with your phone in your hand, this is not allowed and will give you a fine of €90,-.

Give a sign: always signal before turning by putting your hand out.

Use the bell for signaling: don't use it just for fun.

Light at night: it's required by law to use front and back lights on your bicycle after dark.

Keep an eye on other traffic: scooters zip down the bike lanes, taxis speed down the tram rails, and large delivery vans might have trouble seeing you if you're biking in their blind spot.

Watch out for tram rails: it's easy to get your tires stuck in the rails – cross them at a sharp angle.

Make room for fellow cyclists: don't bike more than two people across, keep pace with the other cyclists, and pull over to answer our phone or check the map.

Avoid rush hour: between 08:00 and 09:00 or 17:00 and 18:00, there are thousands of bikes on the road, often resulting in big queues at junctions. If you don't need to be somewhere, wait until the rush calms down.

Don't imitate the Dutch: Amsterdam people are notorious for breaking the rules: cycling through red lights or biking at night without lights. Don't follow their example!

Lock it right: always use two locks and only park the bike in an official bike rack or parking zone. Especially around railway stations and public squares the city council is really strict and remove a lot of wrongly parked bikes.

Using the locks: the locks should open without force. If you need to use force you are probably doing something wrong and you might break the key.

1 person per bike: the bike is designed for 1 person only. The carrier is for use of small luggage: not for passengers.

Problems with the bike: when you have a problem with your bike, come back to us and we will fix it or give you a new bike.

Bike theft

There are a lot of bikes stoles in Amsterdam. When you rent a bike you will be responsible. We provide you with two good locks. Always use both locks. Please only park your bike in a bike rack or in a indicated zone. If you park it incorrectly the city council might remove your bike. If your bike gets stolen, the replacement value is 300 euro.

Damages

If your bike gets damaged, there might be additional costs. Even if you haven't damaged the bike yourself. Below is an indication of the costs of some damages. It's up to the employee to decide the exact amount of the costs of damages.

Insurance: theft and damage

We offer an optional insurance for 2,50 euro/24 hours per bike. If you have the insurance and your bike gets stolen, you don't pay 300 euro but only 100 euro.

This insurance also covers most common damages, up to a total of 50 euro. This should cover most of the damages. If you have the insurance and use the bicycle responsibly, you are sure to enjoy the city to the fullest, riding and parking your bike carefree.

Disclaimer: you need to prove to us that the bike was locked when it was stolen. If you can't show us both keys, the insurance won't apply. The full 300 euro will need to be paid.

Disclaimer: damages caused by improper use like jumping, skidding, extra passengers etc. are not covered by the insurance.

Repairs

Light: broken or lost	€ 10,00	Mudguard: bent or broken	€ 15,00
Bike kickstand: broken or lost	€ 12,50	Chain guard: broken	€ 20,00
Hand grip: broken or lost	€ 5,00	Bell: bent or broken	€ 7,50
Bike seat: broken or lost	€ 17,50	Pedal: bent or broken	€ 5,00
Bungee cord: broken or lost	€ 7,50	Crank: bent or broken	€ 20,00
		Brake lever: bent or broken	€ 15,00
Wheel: broken spoke	€ 7,50		
Wheel: buckled (small)	€ 15,00	Puncture: front	€ 10,00
Wheel: buckled (big)	€ 25,00	Puncture: rear	€ 15,00

Not covered by insurance:

Key: broken or lost	€ 7,50
Chain Lock: broken or lost	€ 27,50
Bike removed: by AFAC/city council	€ 30,00
Wheel (front): unfixable damaged	€ 50,00
Wheel (rear): unfixable damaged	€ 75,00