Terms and Conditions for

Moloko Cycling Ltd

1. **Bike Rental**
   1. **Agreement**

By using the rental services provided by Moloko Cycling Ltd, you agree to abide by the terms and conditions outlined below. These terms and conditions constitute a legally binding agreement between you (the "Renter") and Moloko Cycling Ltd.

In instances where a customer is renting bikes or equipment on behalf of one or more other persons, the following terms and conditions apply to the person who pays the invoice & security deposit. This paying customer (the “Renter”) takes on full responsibility for the use & return of the rented items in accordance with the terms outlined in this agreement regardless of who uses the bike/equipment during the rental period.

All rental items owned or provided by Moloko Cycling Ltd are covered under this agreement including but not limited to; bikes, clothing, gps units, cycling accessories, tools, bags, bottles, puncture repair kit, indoor trainers and components.

1. **Rental Eligibility & Nominated Users**
2. The Renter must be at least 18 years old to rent from Moloko Cycling Ltd and must not allow anyone under the age of 18 to use the rental items.
3. The Renter must provide a valid government-issued photo ID as proof of identity.
4. The Renter must provide their current home address.
5. The Renter must provide the address/es of where they will reside during the rental period if different to their current home address.
6. The Renter must provide the name and home address of any nominated user/s of the rental equipment.
7. **3. Rental Period**
8. The rental period begins when the Renter takes possession of the bike/equipment and ends when the bike is returned to Moloko Cycling Ltd at the designated rental location.
9. Rentals are available for daily, weekly, or monthly durations, as specified by Moloko Cycling Ltd.
10. **4. Rental Fees**
11. The Renter agrees to pay the rental fee, as outlined in the rental bookings page, for the specified rental period.
12. Late return fees may apply if the bike is not returned by the agreed-upon return time.
13. Late Return Schedule

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1. **5. Security Deposit**
2. A security deposit may be required, as specified in the rental bookings page, to cover potential damages or loss of the bike.
3. The security deposit will be refunded to the Renter upon the satisfactory return of the bike, less any applicable charges for damages or late fees.
4. **6. Bike Condition**
5. The Renter acknowledges that the bike is in good working condition at the time of rental.
6. The Renter agrees to return the bike in the same condition it was rented, subject to reasonable wear and tear.
7. The Renter is responsible for any damage to the bike during the rental period, and repair costs will be deducted from the security deposit.
8. Indicative Damage Rates (Cosmetic Damage, Partial Structural/Functional Damage, Complete Breakage resulting in off-hire Repairs/Replacement)

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1. **7. Safety, Use, Storage & Tracking**
2. The Renter must ensure that the bike is used in a safe and responsible manner, obeying all traffic laws and regulations.
3. Helmets and other safety gear are required when riding Moloko Cycling Ltd bikes and can be selected during the online checkout process.
4. Bikes must never be left out of sight unless stored inside a locked indoor location overnight.
5. Tracking devices may be fitted to rental items for security purposes, users may see a notification pop-up on their phones confirming the presence of such a device.
6. **8. Loss or Theft**
7. Rental items must be kept on the Renter or Nominated Users person at all times unless stored in a securely locked indoor location.
8. In the event of theft, the Renter must immediately report it to the local police and e-mail info@molokocycling.com to inform Moloko Cycling Ltd of the details of the incident. A copy of the police report to must be forwarded to Moloko Cycling Ltd upon receipt.
9. The Renter is responsible for the full replacement cost of the rental item in the event of loss or theft . If the item is not available for sale then a comparative new price of an equivalent spec item from the same brand will be used.
10. Indicative Pricing

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1. **9. Liability**
2. At point of collection the Renter assumes all liability for any injuries, accidents, or damages that occur during use of the rented equipment. This applies whether the Renter or a nominated other party is using the rented equipment.
3. Moloko Cycling Ltd is not liable for any injuries, accidents, or damages that occur while the bike is in the Renter's possession.
4. The Renter is responsible for any third-party liability claims resulting from the use of the rented bike.
5. **10. Cancellation**
6. Cancellation policies are outlined in the rental agreement and may vary depending on the rental duration and location.
7. Moloko Cycling Ltd reserve the right to refuse to offer rental agreements to any person/s based on their own discretion and without explanation.
8. **11. Termination**
9. Moloko Cycling Ltd reserves the right to terminate this rental agreement at any time if the Renter violates any of the terms and conditions outlined herein. Termination will require the Renter to return the items with 7days, otherwise the items may declared as lost or stolen leaving the Renter open to a claim for compensation up to the full value of the items.
10. **12. Governing Law**
11. This agreement is governed by the laws of the United Kingdom and any disputes will be resolved in accordance with those laws.
12. **13. Entire Agreement**
13. This document and the invoice created during online/phone checkout, constitutes the entire agreement between the Renter and Moloko Cycling Ltd and supersedes any prior agreements or understandings, whether written or oral.
14. By renting any item from Moloko Cycling Ltd, the Renter acknowledges and accepts these terms and conditions. Failure to comply with these terms may result in the termination of the rental agreement and additional charges.