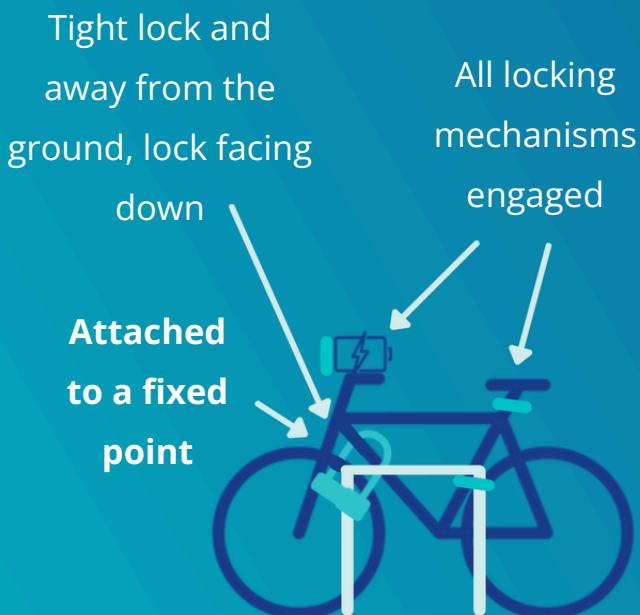


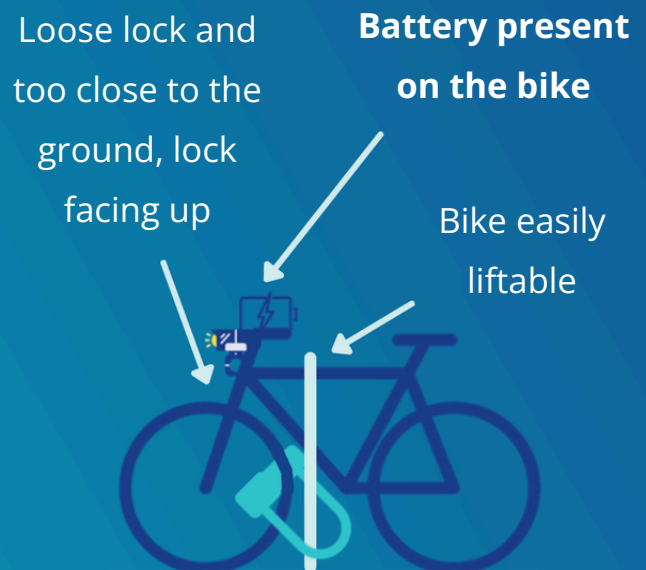
Tips from your rental provider

Attach the frame with the front and rear wheel if possible, and to a **FIXED POINT!**

SECURED BIKE ✓



UNSECURED BIKE ✗



In a well-lit and busy area

Even for a short period

Even indoors

A few extra tips:

- Avoid parking in the same spot for multiple consecutive days.
- If parking for an extended period, always take your battery with you to make your bike unusable.

In partnership with



EQUIPMENT THEFT

BEST PRACTICES FOR RENTERS



I. File Your Report Online

Scan the QR code:

Submit your report in about
20 minutes.



II. An agent will process your complaint within 2 days

An appointment may sometimes be required.



Can the police refuse to take my complaint?

No, because the renter is responsible for the equipment at the time of the incident.



III. Provide the Complaint Report to My Rental Provider

To reduce the amount of your liability, you must provide the full complaint report to your rental provider.

Gain peace of mind: ask your rental company for Breakage & Theft Warranty

Why subscribe to the coverage?



With coverage:

Up to 90% of repair costs or deposit covered



Without coverage:

100% of repair costs or deposit at your expense

What Tulip covers



Accidental damage
Theft by break-in or assault

What Tulip excludes



Esthetic damage or intentional harm
Negligence

Deductible (the amount you cover in case of a claim)

-  **Damage: 10% of repair costs (minimum €10)**
-  **Theft: 10% of the value of the equipment**

How does it work in case of a claim?

In the event of an insured claim, you pay only the deductible.

In the event of an unpaid claim, your rental company will invoice you for the cost of repairs or equipment, or will keep the deposit.

Provide the necessary documents:

- In case of theft: police report
- In case of breakage: photos of equipment

→ **To be sent to your rental company**



Tip:

You can file your complaint online

FREQUENTLY ASKED QUESTIONS

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

No. 99% of Gold cards **do not cover** bike rentals.

What happens if I have a problem during my rental?

If you damage the rented bike: Clearly explain to the rental provider how it happened, specifying **the date, time, and location of the damage**. You will recover 90% of the deposit once the incident is covered.

If your bike is stolen: **File a police report within 24 hours** and provide the rental provider with the report. You must also hand over the lock keys + battery key (for e-bikes only). You will be required to pay 10% of the bike's value.



Tip:

You can file your complaint online

Does my personal liability or home insurance cover my bike rental?

Most personal liability insurances **do not cover material damage** during a rental. They only cover you if you cause damage to someone else.

Does the Guarantee cover theft if the bike is not attached to a fixed point?

No, theft of a bike that **is not secured to a fixed point is not covered**. You will be responsible for the full cost of the bike. You must always secure your bike to a fixed point by the frame using the lock provided by the rental provider.

What is a fixed point?

A fixed point is **a structure firmly attached to the ground or a wall**, to which the bike is locked. The bike must not be removable by lifting or pulling it away.