



GENERAL CONTRACTUAL CONDITIONS

rental services available through the Balaton Bike Tour ("BBT") program (bicycles and bicycle equipment) equipment and accessories

Entry into force date: 12.03.2025

The **SKI TRAVEL Kft.** (8200 Veszprém, Budapest út 89. building A.; Cg. 19-09-520668; hereinafter referred to as the "Service Provider") is engaged in the rental of e-bikes and bicycle equipment, the rental of other sports equipment (SUP) and the organization of bicycle tours (hereinafter referred to as the "BBT Services") under the name "Balaton Bike Tour" ("BBT"). Within this framework, the Service Provider undertakes the **rental of bicycles and bicycle equipment to private individuals** (hereinafter referred to as "User") on the basis of online and/or personal reservations. These General Terms and Conditions (hereinafter "GTC") set out the terms and conditions for the use of the BBT services available at the Service Provider's premises in person or on the website www.balatonbiketour.com (hereinafter "website") on the basis of a reservation, the bicycle and bicycle equipment rental service ("BBT Service") provided by the Service Provider.

The **present GTC** shall be deemed and treated as the **general terms and conditions** referred to in Chapter XV, Section 6:77 § of the Civil Code Act V of 2013 (hereinafter referred to as the "Civil Code"). These GTC constitute an inseparable part of all Loan Agreements concluded between the User and the Service Provider for the use of the OPTC Service. No Loan Agreement may be validly concluded without the express acceptance of these GTC.

These GTC **apply to all Users who complete the pre-registration** required to use the OPTC Services, **regardless of whether they actually use the OPTC Services**. The provisions of these GTC shall apply to all legal relationships and procedures relating to the OPTC Services, and thus shall also apply to any User who makes a reservation for the rental of bicycles and cycling equipment (use of the OPTC Service) either in person or via the Website. The conclusion of the rental contract between the Service Provider and the User shall be subject to the acceptance/signature of the provisions of these GTC and the Privacy Policy during registration on the Website or in person. **After registration, the User is entitled to make a reservation for the use of the OPTC Services**. During registration, the User provides the registration data, provides the necessary documents and accepts the provisions of the GTC and the Privacy Policy.

Users accept the **specific rental conditions** (for the specific rental) by **completing and signing the relevant form** in the case of a personal reservation **or by sending the reservation in the case of a reservation on the website**. The Rental Contract between the Service Provider and the User is concluded with the contents of these General Terms and Conditions and the individual rental conditions contained in the reservation and the booking voucher rental contract. In the event that the individual rental terms in the reservation and the booking voucher differ from these General Terms and Conditions in any respect, the individual rental terms shall prevail.

The Service Provider shall be entitled to amend the General Terms and Conditions unilaterally within the limits provided by the applicable legislation. Amendments shall enter into force in the future and shall always apply to bookings made after the date of the amendment.

I. BOOKING, CONCLUSION OF A RENTAL CONTRACT:

I. 1. The selected **equipment** can **be booked online, after registration**, on the website or in person at the rental shop operated by the Service Provider or at the Service Provider's partners, and also by email. When making a reservation, **it is necessary to provide certain personal data** (name, surname, first name, address, e-mail address, telephone number, gender, height, ID number) and the **specific conditions of the rental** (pick-up/drop-off location, pick-up date, drop-off date) indicated on the dedicated interface.

At the time of registration, the Service Provider will request the **User's photo ID number**. The Service Provider reserves the right to check at any time whether the User has a valid ID. If the Service Provider discovers that the User's ID has expired or that the User has registered with an incorrect number, the Service Provider may terminate the contract by sending an e-mail notification.

I.2. The Rental Contract is concluded between the User and the Service Provider upon confirmation of the reservation by the Service Provider, i.e. upon confirmation of the reservation and/or sending of the reservation receipt, when the reservation receipt - Rental Contract is received at the e-mail address provided by the User. The Service Provider shall be entitled to cancel the reservation if the User has not

paid the rental fee to the Service Provider within **24 hours after the reservation**. If the Service Provider decides to cancel the reservation, it will inform the User in writing. The Rental Contract shall be concluded as a written contract with the data content provided by the User and the terms and conditions provided by the Service Provider, which the Service Provider shall also record in its own OPTC database and keep in accordance with its applicable provisions. The User will receive a **confirmation** of the online reservation within 5 (five) minutes after the reservation. The User must **immediately notify** the Service Provider if he/she has not received the confirmation (booking voucher - rental contract) within the given time limit, but not later than 24 hours from the date of the booking. The Service Provider is not obliged to confirm the reservation and is entitled to refuse to do so at any time without giving any reason.

By submitting or sending the reservation, the User guarantees that he/she is of legal capacity, has the **right to enter into the Loan Agreement** and has **provided his/her data in accordance with the truth**. The Service Provider shall not be liable to the User or any other third party in connection with the untruthfulness, misrepresentation or misspelling of data. In the event that any third party asserts a claim against the Service Provider in connection with the inaccuracy of the personal data provided, the User shall be liable for the satisfaction of the claim on behalf of the Service Provider.

I.3. The Service Provider shall process the data provided during the booking in accordance with the provisions of the Privacy Policy.

I. 4. In case of personal reservation in the rental shop, the User may also act by proxy, provided that the proxy presents and hands over to the Service Provider's representative a valid original power of attorney in his/her name, which is a private document with full probative value.

BBT SAFE SERVICE

Users have the option to **request BBT assistance**, also known as BBT SAFE, at the time of booking or no later than the start of the rental. The BBT SAFE service is always included in the price of the guided tours. The BBT SAFE service is **non-refundable in case of cancellation**! A detailed BBT SAFE service brochure can be found in Annex 1, which forms an integral part of these GTC.

In the event of a breakdown, assistance without the BBT SAFE service can be provided by paying a one-off delivery charge of **HUF 10,000 + HUF 190/km in each case**, calculated round trip from the **3 centres** listed below nearest to the User's current location:

8200 Veszprém, Budapest út 89/A

8623 Balatonföldvár, Rákóczi utca 32.

8360 Keszthely, Mikus Gyula sétány 1/A

II. PAYMENT

II.1. The **current rental fees** can be found on the **website** and at the **BBT points**. The rental fee is the price for the use and availability of the equipment for the period between the time of removal and return. It is therefore payable for equipment booked but not taken over without cancellation within the time allowed, as well as for equipment taken over but not used.

II.2. In case of **online booking**, the total rental fee is **payable in advance** at the time of booking. The following payment options are available for bookings made via www.balatonbiketour.com:

- online payment by **credit card**

- Internet payment by **debit card** (OTP, K&H, MKB)

- **bank transfer** (in advance): the transfer should be made to the HUF account number 10700189-68733322-51100005 with CIB Bank of SKI TRAVEL Kft. If the transfer is not received on the above account no later than 1 working day after the reservation is confirmed, the Service Provider may cancel the reservation. The Service Provider will send a confirmation to the User after receipt of the reservation fee. The User must immediately inform the Service Provider if he/she has not received the confirmation within the expected time limit, but no later than **3 working days** from the date of the transfer.

If there are less than 24 hours between the booking and the rental date, the Service Provider shall request

a transaction confirmation from the User for the amount transferred immediately after the confirmation of the booking.

Payments are subject to the payment service provider's regulations and the ***Service Provider is not liable for any errors in the payment.***

II.3. In the case of personal bookings, the following payment options are available, depending on the location of the booking:

- ***cash***
- payment by ***credit card***
- Payment by ***SZÉP card*** (MKB, OTP, K&H)

If the User ***requests delivery***, either when booking in person or online, the ***total rental fee is payable*** in advance.

Payment in Euro:

The Service Provider publishes the participation fees in ***HUF*** on the balatonbiketour.com website and in the online booking system of this website. The User may choose to pay the fees in HUF in Euro. If the User chooses to pay the fee in Euro, the Euro amount corresponding to the HUF amount to be paid will be calculated and the ***Euro amount paid will be credited by applying the official Euro exchange rate of the Hungarian National Bank (MNB)*** at the time of payment, with a -5% charge. In case of transfer, the Euro amount corresponding to the HUF amount to be paid shall be transferred to the following account number:

1. Ski Travel Kft. 10700189-68733322-50000005
2. **IBAN:** HU39 1070 0189 6873 3322 5000 0005
3. **SWIFT:** CIBHHUHB
4. Ski Travel is entitled to apply exchange rate changes between the date of the offer and the actual payment in its prices.

III. CHANGE/CANCELLATION OF THE RESERVATION:

III. AMENDMENT 1

The reservation **may be modified** once free of charge for any reason in the interest of the User (change of name, change of type of bicycle, change of number of persons/bicycles, change of pick-up/drop-off location, additional modification, additional reservation), at the **latest 36 hours before the start** of the rental period, subject to available capacity, except for the service under III.6, which is subject to different rules than those set out in these GTC.

For each additional modification for reasons in the User's interest, the User **shall pay a modification fee of HUF 3,000.00 at the time of the modification**. The User shall notify the amendment no later than 36 hours before the start of the rental period. The Service Provider is not obliged to accept the request for modification. The amendment fee shall not be payable if the amendment results in an increase in the rental fee payable in accordance with the price list in force at the time.

III. 2. CANCELLATION

The User may cancel his/her reservation at any time prior to the reception of the selected equipment by means of a written declaration. **The cancellation becomes effective when the Service Provider receives the cancellation notice.**

The traveller may exercise this right of cancellation against payment of a penalty. The amount of the penalty is a percentage of the participation fee:

- **7 days before the service: free of charge**
- **6 to 3 days before the service: 100% of the amount paid will be refunded in the form of a voucher,** which can be used until 31 October of the year in question
- **2 days before the service: 100% penalty fee payable.**

The User must pay the amount of the penalty **within 5 (five) days of the date of cancellation**.

The Service Provider will refund the cancelled rental fee within 5 calendar days, if the rental fee is paid in HUF, the amount will be refunded in HUF, if the rental fee is paid in Euro, the amount will be refunded in Euro.

The bank charges for the transfer and the fee for the BBT SAFE service requested will be deducted from the refund under the cancellation conditions.

In the event of cancellation or **failure to notify** the Service Provider of cancellation, the **User shall pay the full rental fee to the Service Provider within 2 days** of the date of collection indicated on the reservation receipt at the latest. The User's failure to take over the reserved equipment without prior notice shall also constitute a cancellation. In such a case, the date of collection indicated on the reservation receipt shall also be the date of notification of cancellation.

The User shall also be deemed to have cancelled the reservation if he is unable to take delivery of the reserved equipment for reasons within his control (e.g. his conduct, omission, action by the authorities, infringement).

It shall also constitute a cancellation by the User if the hirer does not take delivery of the bicycle due to a lack of a request not made in advance (e.g. bicycle adjustment). Such requests must be notified to the Service Provider in writing at least 48 hours before the rental period starts. Failing this, the Service Provider cannot be held liable.

III.4. If the User has paid for the **reservation by SZÉP card** and the reservation has been **cancelled** under the conditions described in section 3.2, the Service Provider can refund the fee paid by SZÉP card only in the **form of a voucher**.

III.5. The Service Provider shall be entitled to terminate the Rental Agreement with immediate effect, without any obligation to pay compensation, by notifying the User without undue delay, prior to the receipt of the reserved equipment, if the Service Provider is prevented from providing the rental service due to extraordinary and unavoidable circumstances beyond its control.

III.6. The general terms and conditions for the modification and/or cancellation of accommodation reservations for multi-day cycling tours used in conjunction with accommodation reservations for

reasons in the User's interest are set out in the "Terms and Conditions for the sale of cycling tours as a package tour", in addition to the provisions of these GTC, the relevant provisions of which the User accepts by signing these GTC.

III.7. If the ***weather forecast for the 48 hours preceding the booking predicts stormy weather*** (winds over 30 km/h) or rainy weather (rainfall over 3 mm) for the rental period, and the User decides to cancel the rental - which he/she will notify the Service Provider by email - the User ***will be issued a Ski Travel voucher*** for his/her payment, which can be used for a subsequent rental until 31 October of the same year.

IV. TRANSFER OF BICYCLES AND BICYCLE ACCESSORIES:

IV.1. The equipment can be collected on the ***collection date and at the collection point*** specified on the booking slip, during the opening hours of the rental agency. If the User fails to collect the equipment booked in advance by the latest on the collection date indicated on the booking slip, this shall constitute a cancellation as referred to in point III.3 and the reservation may be cancelled by the Service Provider, subject to payment of a 100% penalty by the User.

IV.2. When the equipment is handed over, the Service Provider will issue a ***rental receipt***.

IV.3. The Service Provider shall deliver the equipment to the User in a condition suitable for its intended use, with the parameters specified by the User. Adjustment requests must be notified to the Service Provider in writing no later than 48 hours before the start of the rental period. Failing this, the Service Provider cannot be held liable. It is the User's responsibility to check the settings and how to correct them at the time of delivery, and the Service Provider cannot accept any claims arising from failure to do so.

IV.4. The User ***may not give the equipment to any other third party for use free of charge*** or for consideration. If a contract is concluded between the User and a third party, either orally or in writing, to the effect that the User shall transfer the equipment to such third party or parties free of charge or for consideration without the prior written consent of the Service Provider, the obligations, performances and consideration arising from such contract shall be null and void as far as the Service Provider is concerned, and the Service Provider shall not be liable for their performance or liability. The User shall, however, be jointly and severally liable to the Service Provider for any damage caused by third parties and shall not be exempt from payment of rent and other costs to the Service Provider.

IV.5. The Service Provider ***reserves the right to provide the User with another bicycle within the reserved category***, subject to the availability of the free stock, if it is unable to provide the User with the pre-selected/reserved bicycle.

V. DOCUMENTS NEEDED FOR BORROWING:

V.1. The loan is made with ***at least two valid documents***, one of which must be an ***official photo*** document: identity card, driving licence, passport, address card. The User consents to the processing/copying/photocopying of his/her personal data and documents by the Service Provider, solely in connection with the Rental Contract, for the purpose of its performance.

V.2. In order to identify an online reservation, you must be able to present to the Service Provider a reservation receipt - rental contract issued by the Service Provider and sent by e-mail, either in printed or electronic form.

VI. RETURN OF EQUIPMENT:

VI.1. The rental of the Equipment lasts from the time (hours, minutes) specified on the day of pick-up until the time (hours, minutes) specified on the day of return (rental period). Before the expiry of the rental period or immediately after the termination of the rental, ***the User must return the rented Equipment to the Service Provider at the place specified in the contract, during the opening hours of***

the rental shop. In the event of late return, the User shall pay the daily rental charge applicable at the time for each day of rental for each day of rental started for each item of equipment rented. In the event of a rental period of less than one day, the late fee (per equipment) shall be calculated for each start of the same period as the rental period.

VI.2. The User must return the equipment in the **same condition** (intact) as when it was checked on receipt.

VII. LIABILITY:

VII.1. The rented bicycle(s) and their equipment are not insured by an insurance company, the Service Provider does not provide insurance services. If the bicycle rental is **covered by BBT Safe**, the bicycle insurance is subject to the insurance conditions in force at the time. The User is **fully responsible for the equipment rented** and is therefore **liable for any damage**, whether caused intentionally or negligently, **in full!** The User **shall be liable for any damage caused to the property of third parties**. In the event of damage to or absence of the Equipment, the Service Provider shall determine the amount of the damage in agreement with the bicycle distributor/SUP distributor, the amount of which shall be reimbursed by the User within 15 days of notification of the amount of the damage. In the event of damage, the Service Provider shall draw up a **report and document the damage** visible to the eye, which shall be the basis, but not the sole element, for determining the amount of the damage. Within **3 working days** of the damage being assessed, the Service Provider shall send the User a written statement of the exact extent of the damage assessed, indicating the extent of the damage. The Service Provider expressly draws the User's attention to the fact that, in the event of a total loss or economic total loss, the total amount of the damage shall be borne by the User.

VII.2. The User shall be **fully liable for any damage** resulting from improper or inappropriate use, accident or theft. The User must ensure the **safe storage of the equipment**. In the event of **theft**, the User must immediately, but **no later than 24 hours**, make a **verifiable report** to the competent authorities and the Service Provider. The User undertakes to protect the bicycle from damage and to store it properly (in a locked place) and not to leave it unattended. The User is also **responsible for securing the sports equipment securely with anti-theft devices** (padlock) when not in use. The proper use of the equipment hired by the Service Provider does not exempt the User from the above obligation to pay compensation.

VII.3. The **Service Provider shall not be liable in any way for the User's physical integrity** or for any injury resulting from an accident, unless the injury is undoubtedly the direct consequence of a defect in the equipment which was not apparent at the time the equipment was taken over.

VII.4. If the **User** does not return the bicycle and its equipment to the Service Provider **within 24 hours after the expiry of the rental period**, the Service Provider shall be entitled to file a **complaint with the police or to take legal action**.

VII.5. The User undertakes to comply with the rules of the Highway Code when using the bicycle/SUP. When using the bicycles in road traffic, **the User shall be deemed to be engaged in an activity involving increased risk**, and shall therefore be liable to the Service Provider for any damage caused to the bicycle, third parties or third-party property within the limits of liability under the Dangerous Operation Liability (Article 6.535 of the Civil Code); the User shall be deemed to be the operator of the bicycle when using the bicycle/SUP.

VII.6. By signing and/or accepting this document, **the User declares and warrants that he/she is not under the influence of alcohol or intoxicating or imbalance-inducing substances** (drugs) when using the rented sports equipment.

VII.7. The User acknowledges that the use of the sports equipment is subject to the condition of good motor coordination and the ability to ride a bicycle safely. **The User shall be responsible for his/her own state of health** and the User declares that his/her known state of health and knowledge allows safe use of the sports equipment.

VII.8. The **User acknowledges and agrees that the bicycle/SUP may only be used in Hungary**. If the User wishes to use the rented equipment outside the territory of Hungary, the User shall consult the Service Provider in advance. At night and in restricted visibility conditions, the User shall wear a visibility vest in accordance with the rules of the Highway Code.

VII.9. The User declares that he/she accepts the **rented sports equipment and its accessories in a safe, roadworthy and faultless technical condition**, which he/she shall verify upon receipt. Furthermore, he declares that he is aware of his responsibility and that he has sufficient experience and routine to ride the bicycle/SUP.

If the User **fails to notify the Service Provider of any damage** that he/she may have noticed, but the subsequent User sends information/photographs of the damage, the Service Provider shall consider that the damage was caused by the User who failed to notify the Service Provider of the damage/photographs. In this case, the Service Provider **shall be entitled to charge the defaulting User for the cost of repairing the damage**.

VIII.10. The User acknowledges that he/she may use the sports equipment at his/her **own risk** and in compliance with the traffic rules and other applicable traffic regulations. **The User shall be liable for any damage or injury not caused by a technical defect** (the Service Provider shall be liable for wear and tear resulting from proper use). If the sports equipment is damaged in a way that endangers traffic safety, the User shall immediately cease further use and notify the Service Provider at +36 30 737 2201.

VII.11. If the User exports the bicycle/SUP abroad or transports it domestically, and this has been agreed with the Service Provider in advance and approved by the Service Provider, the User undertakes to transport the bicycle/SUP professionally, using an appropriate mode of transport. In the case of bicycles exported abroad, the Service Provider shall not be responsible for the delivery of the bicycle in the event of a breakdown. In the event of a failure of the bicycle, the User shall inform the Service Provider in writing, together with photographic evidence. The User shall agree in advance with the Service Provider on the remedy of the malfunction. If the Service Provider proposes and the User agrees, the costs of transport to the foreign repair shop and the cost of the repair shall be borne by the User.

VII.12. The passenger declares that he/she is familiar with the use of the bicycle's gearshift. He/she is liable for any damage resulting from improper use of the derailleur (e.g. shifting under load).

VIII. PROTECTION OF CHILDREN:

The provision of the travel service or the brokerage of the travel package must not be aimed at the impairment of children's rights, in particular sexual freedom and crimes against sexual morality committed against a person under the age of eighteen.

When providing travel services or arranging travel packages, Ski Travel shall ensure the protection of the fundamental rights of children, in particular their right to the protection and care necessary for their well-being, by taking appropriate preventive measures. In the event of any behaviour detrimental to the protection of the fundamental rights of children observed during the provision of the travel service or during the use of the travel service or the provision of the travel package, Ski Travel will take the necessary measures to prosecute the perpetrator.

IX. DATA MANAGEMENT:

IX.1. The Service Provider shall be **entitled to process the User's personal data** solely **in connection** with the Loan Agreement and for the purpose of its performance. The User's personal data **shall not be disclosed to third parties** without the prior information and consent of the User, except in cases provided for by law.

IX.2. The User consents to the processing and use of his/her personal data by the Service Provider for this purpose after the termination of the loan, until its cancellation.

X OTHER:

X.1. The Service Provider undertakes to settle any legitimate claims arising from any defective performance promptly and out of court. The parties submit to the exclusive jurisdiction of the Veszprém Municipal Court or the Veszprém General Court, depending on their jurisdiction, in all disputes arising in connection with the reservation.

X.2. The application and interpretation of these General Terms and Conditions shall be governed by Hungarian law, in particular by the provisions of the **Civil Code and Act CVIII of 2001** on certain issues of electronic commerce services and information society services.

X.3. The conditions set out in the **GTC**, in particular the instructions for the use of the bicycle, shall also **apply** to the **Customer**/User of the contract and to any other person covered by the contract. By accepting the contract, the contractor/hirer **undertakes to inform his/her fellow passengers and to accept the conditions of the ASZF as binding.**

Service Provider's on-call telephone number: **06/20/387-0714**

Service Provider's e-mail address: **info@balatonbiketour.com**

The Service Provider reserves the right to make changes to the information contained in its publications and on its website.

These GTC consist of 9 numbered pages and 10 points.

Date: 12.03.2025.

SKI TRAVEL Ltd.

Clause

In case of questions of interpretation or disputes, the Hungarian version of the contract shall prevail!



Annex 1.

**The „BBT SAFE”
for the service
terms and conditions**

Entry into force date: 12.03.2025

These Terms and Conditions contain the terms and conditions of the services available under the Balaton Bike Tour ("BBT") programs of SKI Travel Ltd., called "**BBT SAFE**", which form an integral part of the respective General Terms and Conditions.

The present BBT SAFE terms and conditions **apply to bookings made in person or via the website for the rental of bicycles and guided bike tour services**, if the User has requested them before using the service. Guided bike tours always include the BBT SAFE service.

I. BBT SAFE SERVICE FEES, CONTENT

1. BBT SAFE service for bike/SUP rental can be **requested separately for 990 HUF/bike or SUP/day**. If the User has requested the BBT SAFE service for bike/SUP rental and has requested more than one device within one booking, Ski Travel Ltd. will automatically charge the BBT SAFE daily fee for all the devices rented.
2. BBT SAFE includes the following services **during the rental period: assistance**, on-site **repair** in case of minor technical problems, delivery of **replacement bicycles** to the site in case of major breakdowns. No replacement equipment can be provided for SUP!
3. The BBT SAFE service includes a **domestic travel and baggage insurance** provided by SKI Travel Kft.'s partner, European Travel Insurance Zrt. (1132 Budapest, Váci út 36-38., Ser. no.: 15937-29568, hereinafter referred to as EUB). **SKI Travel Kft. does not provide insurance services, it only acts as an intermediary**. The insurance service is subject to the current EUB insurance terms and conditions, which the User acknowledges and accepts at the time of booking. Domestic insurance conditions are available at the BBT office and on the website www.balatonbiketour.com. In the event of a claim, the User shall be directly liable to the insurer.
4. The insurance includes **medical assistance, general assistance, accident insurance, interruption of service** (due to accident) **insurance, luggage insurance, liability insurance** and liability insurance for the rented equipment, **EXCEPTION in case of theft**.
5. The **maximum limits** of the insurance are detailed in the policy conditions.
6. In any case, the User shall pay the amount of damage exceeding the insurance limit to Ski Travel Ltd. **within 15 days**, for which Ski Travel shall issue an invoice. However, the amount charged to the User shall not exceed the total amount of the damage. The amount of the damage shall be determined in agreement with Ski Travel and the distributor of the equipment rented, taking into account the current costs of parts and repairs. In the event of intentional, negligent damage caused by the User, the User shall be liable for the full amount of the damage not covered by the insurance.
7. In case of **total loss, economic total loss**, the total amount of the damage, primarily the value of the bicycle/SUP that has become total loss, **shall be borne by the User**.
8. His domestic insurance includes a **10% (min. 10.000 HUF) deductible for liability** for rented equipment in case of damage caused by the User's own fault, which the User shall reimburse to Ski Travel Kft. within 3 days. **The User shall be liable for the amount of damage exceeding the insurance limit**.

Example, if damage exceeding the limit amount occurred on the rented sports equipment:

The amount of the damage caused to the rented sports equipment by the User's own fault is HUF **500.000**, with a 10% deductible of HUF 50.000. The insurer's **limit is HUF 300,000**, so the insurer will reimburse Ski Travel up to HUF 300,000 of the damage. The damage is min. The **remaining amount** of HUF 200,000 is to be **paid by the User**, i.e. the User will reimburse Ski Travel.

Example, if the damage to the rented sports equipment is below the limit amount:

The damage to the rented sports equipment caused by the User's own fault amounts to HUF 200,000, the 10% deductible is HUF 20,000, the insurer reimburses Ski Travel HUF 180,000 of the damage.

In case of damage, the BBT SAFE service fee is not refundable!

II. BBT SAFE SERVICE TERRITORIAL AND TEMPORAL SCOPE

2.1. around Lake Balaton within the service area marked on the map (see website Good to know/BBT SAFE service map: <https://www.balatonbiketour.com/bbt-safe>) every day from 9:00 to 19:00.

2.2 If the BBT SAFE Service User requests assistance according to 1.2. above outside these specified opening hours and/or outside the service area, a one-off delivery fee of **HUF 10,000 + HUF 190/km will be charged**, calculated from the **3 centres** listed below, on the round-trip route to and from the nearest to the Customer's current location:

8200 Veszprém, Budapest út 89/A

8623 Balatonföldvár, Rákóczi utca 32.

8360 Keszthely, Mikus Gyula sétány 1/A

III. REQUEST/CANCELLATION OF BBT SAFE

3.1 You can apply for BBT SAFE **within the framework of the on-line booking** (by ticking the appropriate box), by accepting the terms and conditions of insurance, the product brochure, the insurance declaration and the GTCD for the service.

3.2 The contract with the **BBT SAFE service is valid upon receipt of these terms and conditions** and the **full payment of the premium** to the cashier or bank account of Ski Travel Ltd.

3.3 If the rented **bicycle is cancelled** by the User, the fee for the BBT SAFE service **is non-refundable!**

3.4. If the **rental of the bicycles/SUP by Ski Travel Ltd. is hindered, incorrectly or not at all**, Ski Travel Ltd. **will refund** the BBT SAFE fee to the User **within 14 days**.

IV. BBT SAFE SERVICE/RECEIPT

4.1 In the event of a **defect or damage** to the rented equipment during the period of use, which endangers the safety of further transport, the **User shall immediately notify Ski Travel Kft.** on the on-call telephone number and the EUB insurer on the Assistance telephone number and shall cease using the sports equipment. In agreement with the Ski Travel Ltd. employee, a service colleague will go to the affected place by telephone and will take a report of the malfunction or damage. Until the arrival of the Ski Travel Ltd. technician on the spot, the User may not leave the rented equipment unattended. In the event of the **User's own fault**, the User **shall make a declaration of liability**. The Ski Travel Ltd. employee will carry out the **on-site repair**, if this is not possible, he will hand over a **replacement bicycle** to the User against a delivery/acceptance receipt, which will be authenticated by the signatures of both parties. No replacement equipment is provided when renting a SUP!

4.2 After the expiry of the rental period, Ski Travel Ltd. will inform the User in writing of the amount of the damage caused to the rented equipment and will issue an invoice for the amount of the excess, which the User must pay to Ski Travel Ltd. within 3 days.

The present terms and conditions **shall also apply to the contractor/client/renter and any other persons included in the contract**. By accepting the contract, the contractor/client/renter undertakes to inform his/her fellow passengers and to **accept the terms and conditions** of BBT SAFE as binding.

Ski Travel Kft. on-call telephone number: **+36203870714** or **+36307372201**

EUB-Assistance 24-hour call number: **06-1/465-3666**

Veszprém, 12.03.2025.