

--- Terms of service ---

On the occasion of rental you must provide a copy of identification card / passport for each user.

You agree to follow traffic laws and manners, and to use the bicycle safely and responsibly.

We may call you if we consider it necessary for the top business.

We can not be held responsible for any accident ,injury, or other troubles that may happen during the rental of the bicycle.

We can not bear the responsible for any trouble to do with getting a flat. You agree to arrange repair at the nearest bicycle shop at your expense.

In the event of loss or theft you agree to compensate the full list price of the item/s.

We can not accept any modifications of bicycles, including installing child seats, or any actions that could scratch the bicycle itself.

It will be lending / returning at the designated place.

We do not provide and delivery to hotels or recovery services at separate locations such as our other stores.

When you are not able to return on time, you must notify us beforehand. In addition, a surcharge is applicable when you are not in time for our closing time.

*The surcharge applies to each bike. Surcharge 500 yen /at the start of every 30 min block of delay.

A collection fee applies when for any reason trouble or injury return by your own becomes impossible.

*The collection fee is 3,000 yen within 3kms plus 500 yen added per km exceeding.

Those younger than 18 must provide the written consent of their guardians. When there is no written consent, we may refuse rental.

We reserve the right to decline use when it is judged by us that a visitor cannot for health or other reasons ride safely.

--- Overnight rental ---

Please confirm beforehand that your hotel has a space where you can park the bicycle safely. When you cannot secure overnight bicycle parking space, we may decline rental.

--- Cancellation Policy ---

If you wish to cancel your booking , please complete the cancellation procedure using the "Reservation confirmation email" 1 days prior to your reservation date. Full refund will be made once cancellation is complete.

Please beware that you are expected to pay the total amount as cancellation fee for any cancellation on the day of your rental unless the reason is sudden foul weather were there may be exceptions.

In the event we do not receive any communication from you and you fail to show-up on the day, you will also be charged the total amount as cancelation fee.

If you experience any trouble or malfunction during the rental, please contact us immediately.

We thank you in advance for your understanding.