

Rental and cancellation terms and conditions

You agree to comply with these rental and cancellation policies when purchasing products and services from our company.

A rental outdoor gear is always handed over ready for use. Rent is paid by card at the time of rental or by an email invoice sent in advance. When renting a bike, a valid driver licence or passport is required. The renter can collect a maximum of €280 security deposit of bike/packraft 24h before the rental starts and will be returned when the rental bike/packraft is returned and determined the condition. The rental period begins when the rental gear is picked up and ends at the agreed time. Renter is not allowed to rent gear further. The renter also commits himself/herself to use the rental gear only the way it is supposed, take a good care of the gear and is not allowed to do any adjustments or fixing into the rent gear.

Customers are totally responsible for the rental gear, from the time the gear is rented until the time it is returned, including damage, hurting him/herself and robbery. The customer is also responsible for any damage caused to the gear by other people or pets during the rental period. If any of the above occur during the rental period, the renter is immediately and totally responsible for all costs pertaining to the gear, the costs of damage or loss of gear is set by the present market price.

The client must comply with all traffic and safety laws. If the customer has to cancel the reservation when the start of the reservation is less 72 hours, 50% of the rental price will be charged for the reservation. If cancellation occurs less than 1 day, 100% of the rental price will be charged. In cases of force major, the service provider may cancel the contract and the customer will be notified immediately. In this case, the customer has the right to receive the full refund of the price paid.

These rental and cancellation policies are valid until further notice.