



# Schedule of prices StadtRAD Hamburg



## 1. Start-up costs

We charge a non-recurring fee of 5 Euro for setting up a customer account with StadtRAD Hamburg. But we then also hold this amount in your credit\* for your first bike hire.

## 2. Prices and tariffs

2.1 StadtRAD Hamburg costs 8 cents per minute of hire in the normal tariff, with a maximum time charge of 12 Euro per day (24 hours). After 24 hours, the time tariff reverts to 8 cents per minute again. The charges are always calculated for the period between activation of the bicycle lock and confirmation of return on the lock display.

2.2 The first 30 minutes of every trip are free of charge. From the 31st to the 60th minute, you are charged 4 cents per minute.

2.3 Please contact us for the tariffs applying to long-time hire/events/projects, on the service hotline 0049 40 82218810-0\*\*.

2.4 StadtRAD Hamburg costs even less for HVV season ticket holders and BahnCard users. After the first 30 minutes free of charge, these customers pay only 3 cents per minute for the 31st to the 60th minute, and 6 cents per minute from the 61st minute, together with a daily rate (24 hours) of 12 Euro.

## 3. Service fees StadtRAD Hamburg

### 3.1 Hindrance (10 Euro):

If you park the bike incorrectly at the station, this results in an immediate hindrance so that our service team has to come out and move the bike to the correct position.

### 3.2 Failure to return the bike correctly (variable service fee):

If you fail to return the bicycle correctly to a parking space at a hire station, your customer account will be charged with the full hire costs until you have completed the return procedure properly, but at least with a service fee amounting to 10 Euro. This applies in particular if you do not return the bike to a parking space, although vacant parking spaces are available.

### 3.3 Costs (variable service):

In individual cases, StadtRAD Hamburg reserves the right to charge a service fee corresponding to the actually incurred costs.

## 4. Additional fees

### 4.1 Individual trip record

On request, we can send you an individual trip record. Sending the record by e-mail is free of charge. If you would like the record to be sent by post, we charge a fee of 1.50 Euro (or 3 Euro to foreign countries outside Europe).

### 4.2 Fees resulting from user liability (not in cases of wilful intent or gross negligence)

- Improper use of the customer number (General Terms and Conditions Part 1, Section 5 (3)). Liability is limited to 75 Euro when reported immediately.
- Costs incurred through theft or damage (General Terms and Conditions Part 2 Section 8 (4)). Liability for costs incurred from theft or damage during the hire period is limited to 80 Euro.

### 4.3 Fees incurred through payment transactions

We charge a fl at rate of 5 Euro for returned debit notes. This does not affect the right to enforce higher claims in individual cases in accordance with the actual costs incurred (General Terms and Conditions, Section 7 (1)).

\* The start-up fee is held in your credit for 12 months after registration. It is not possible for the registration fee to be paid out in cash.

\*\* Service hotline StadtRAD Hamburg 0049 40 82218810-0 (for calls placed on the national landline network)

Correct at: March 2011