



StadtRAD Hamburg's prices

1. Registration, annual fee and use of customer account

- 1.1. Registering to use StadtRAD Hamburg's system entails an annual fee of EUR 5. This fee is added to the user's account as credit for the first year.
- 1.2. Customers who have been registered StadtRAD Hamburg users for longer than 12 months pay an annual fee of EUR 5 as of the 13th month. Unlike the fee in 1.1., this EUR 5 sum is not added to the user's account as credit*.
- 1.3. In Germany, every registered StadtRAD Hamburg customer is entitled to use other public bicycle hire systems operated by Deutsche Bahn Connect GmbH without having to register for them separately. Company bicycles intended for a specific group of people may be excluded from this. Using a bicycle costs the usual local price according to the product-specific price list (e.g. service fees / special charges).

2. Reduced prices and special agreements

- 2.1. Customers are eligible for reduced prices if they can provide proof of a relevant entitlement when registering.
- 2.2. The service operator offers discounts to BahnCard holders and people with an annual HVV ticket. Anyone who wishes to avail themselves of a discount must provide proof that they have a BahnCard or annual HVV ticket when registering.
- 2.3. Anyone who wishes to avail themselves of conditions based on a special agreement (i.e. student's semester fee) must include the e-mail address assigned to them via the server of their university or company when supplying their customer details.
- 2.4. If the entitlement to conditions based on a special agreement does not apply either due to the user's own actions (e.g. they provide a different e-mail address) or due to the termination of the contract which underpinned these conditions, the operator is entitled to transfer the customer or user to the normal tariff.

3. Normal tariff

- 3.1. The normal tariff costs EUR 5 and lasts for one year.
- 3.2. The first 30 minutes of every trip are free of charge.
- 3.3. As of the 31st minute, each minute of usage costs EUR 0.10. The price of usage is capped at EUR 15 per day (24 hours). After 24 hours, the price of usage returns to EUR 0.10 per minute.
- 3.4. Normal tariff users can hire two bikes for simultaneous use with the same customer number.

4. HVV and BahnCard tariff

- 4.1. The HVV and BahnCard tariff costs EUR 5 and lasts for one year.
- 4.2. With this option, the first 30 minutes of every trip are free of charge.
- 4.3. As of the 31st minute, each minute of usage costs EUR 0.08. The price of usage is capped at EUR 15 per day (24 hours). After 24 hours, the price of usage returns to EUR 0.08 per minute.
- 4.4. People using this option can also hire two bikes for simultaneous use with the same customer number.

5. Taking breaks and returning bicycles

- 5.1. Interrupting a journey does not extend the hire period.
- 5.2. The hire period automatically ends when the bicycle is locked at a station in line with instructions.

6. Special Terms of Use for e-Cargo-Bikes

- 6.1. Each e-Cargo-Bike is bound to a fixed borrowing station. The customer must always return the e-Cargo-Bike to the same rental station it was rented from.
- 6.2. Reservation: A e-Cargo-Bike can be reserved by the customer up to 60 minutes prior to the actual rental of the e-Cargo-Bike. During this time, the e-Cargo-Bike cannot be borrowed by other customers. This reservation is not counted in the borrowing time and costs EUR 3,

which will then be credited to the customer directly when the customer takes up this reservation and starts the ride on the reserved e-Cargo-Bike. If the advance reservation is not used, that is, the customer does not start the trip, then the travel credit is forfeited, and the customer is charged EUR 3. At the end of the ride, if any travel credit is still left over and not used up by the customer, then the credit expires as soon as the e-Cargo-Bike is returned to a rental station.

- 6.3. The pricing of the use of cargo pedelecs is based on the price per minute for the use of the bicycles agreed in the respective tariff of the customer. Corresponding free minutes also depend on the respective tariff of the customer.
- 6.4. Different to the daily rates for the use of bicycles deposited in the respective tariff of the customer, the daily price for the use of e-Cargo-Bikes is always EUR 24.

7. Charges for leaving bicycles at prohibited locations

- 7.1. A surcharge may be imposed on anyone who leaves bicycles at a prohibited location (variable service charge of up to EUR 50) as per Part 2, Section 7 GTCs, Prohibited Parking Places).
- 7.2. Where fines are imposed by authorities for misdemeanours, the service provider reserves the right to pass these on to the user in full.

8. System-based StadtRAD Hamburg service charges

- 8.1. Obstruction (EUR 10): Applies if bicycles are left in a location which causes an obstruction and they have to be removed by our service team.
- 8.2. Leaving the bicycle without locking it correctly (variable service fee of up to EUR 50): A service charge of up to EUR 50 will be charged if bicycles are left unlocked. If this results in loss or damage to the bicycle, the user may be made liable for the bicycle's replacement value.
- 8.3. If a bicycle remains unused for more than 22 hours, Deutsche Bahn Connect GmbH is entitled to terminate usage unilaterally. The company will then charge the user the full cost of usage until this point in time.
- 8.4. Actual costs (variable service charge): In certain circumstances, StadtRAD Hamburg reserves the right to charge a service fee commensurate to the workload required by the given situation.
- 8.5. Each e-Cargo-Bike must be returned to its designated home rental station from which the customer has borrowed. If the e-Cargo-Bike is not returned to its home rental station, a service fee of EUR 50 will be charged.

9. Maximum liability

- 9.1. Pursuant to Part 1, Section 8.1 GTCs, liability for damages due to theft or damage during the rental period (excluding wilful intent and gross negligence) is subject to a maximum limit of EUR 140.
- 9.2. Pursuant to Part 1, Section 3.6 GTCs, liability for improper use of a customer number (only if reported immediately) is subject to a maximum limit of EUR 75.

10. Surcharges

- 10.1. Sending invoices by e-mail is free of charge. In addition, the invoice can be accessed on the customer portal free of charge.
- 10.2. Fees for payment transactions: A flat-rate fee of EUR 5 is charged for return debit transactions. The right to charge higher fees in a given instance depending on the actual cost is not affected by this.

*Existing customers will not be charged the annual fee until 2020. Our customers do not have to pay the 2019 annual fee when the new StadtRAD Hamburg system is launched.

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