

TERMS OF SERVICE

of the system for Warsaw Public Bikes, also called Veturilo

[Valid from 13.08.2015]

I. General Provisions

1. The hereby Terms of Service shall define the principles and conditions of the use of the system of Warsaw Public Bikes, also called Veturilo (further referred to as Veturilo), launched in the city of Warsaw.
2. Terms of Service of Veturilo as well as the Privacy Policy are available free of charge on the internet website www.veturilo.waw.pl, in such a way so as to enable familiarising with the contents, obtaining, accessing and recording it. This document may be obtained at the Nextbike Polska Sp. z o.o. with the company seat in Warsaw,
3. Contact:
Nextbike Polska Sp. z o.o. ul. Przasnyska 6b
01-756 Warszawa
e-mail: ck@veturilo.waw.pl
tel.: 22 382 13 12
tel.: 22 244 13 13 (call charges in accordance with Operators' tariffs).
4. All Nextbike systems are compatible, that is, setting up an account in one of the systems enables the use of bikes at rental stations in other cities.

II. Definition

1. **Terms of Service**- the hereby Terms of Service defines principles and conditions of availing of Veturilo, and in particular, conditions, scope of rights and obligations and responsibility of persons who avail of the possibility of renting bikes in Veturilo system. Acceptance of the provisions of the Terms of Service and fulfilment of all conditions defined within it shall form the basis and the condition for the approval of rental of a bike within Veturilo system.
2. **Agreement**- Agreement between Client and Operator which establishes mutual rights and obligations specified in the Terms of Service. It is agreed that the Agreement containing the provisions of the hereby Terms of Service shall be automatically concluded at the time of registration of the Client within Veturilo subject to initial fee payment paid during the registration process of the Client in Veturilo.
3. **Operator**- Nexbike Polska Sp. z o.o. realizing the services related to the handling of Veturilo within the framework of the consortium of Nextbike Polska Sp. z o.o. companies, ul. Przasnyska 6b, 01-756 Warszawa, entered into the register of entrepreneurs of the National Court Register maintained by the District Court for the city of Warsaw in Warsaw, XIII Economic Department of the National Court Register under the KRS number 0000362899, REGON number 021336152, NIP number 8951981007,
4. **Veturilo System**- system of bike rental stations launched by the Operator, which includes, in particular, bikes, technical infrastructure, software and devices which enable the rental of bikes.
5. **Client**-participant of Veturilo System who has accepted the Terms of Service and is registered within the Veturilo System.
6. **Veturilo Service**- actions performed by the Operator in relation to the exploitation, repairs and maintenance of Veturilo.
7. **Contact Centre of Veturilo (CK)** – a platform launched by the Operator which ensures telephone contact for its Clients via a hotline at the following numbers 22 244 13 13 or 22 382 13 12, contact via electronic post via e-mail to the address ck@veturilo.waw.pl as well as a 24/7 service. Information regarding the functioning of CK is available on the internet website www.veturilo.waw.pl.

8. **Veturilo station**- set of bike stands with the devices for self-registration in the Veturilo system and for rental of bikes through Veturilo Terminal. List of Veturilo Stations may be found on the internet website www.veturilo.waw.pl.
9. **Veturilo Terminal**-device for self-rental of bikes located in Veturilo Stations.
10. **Client Identifier**- Client personal number assigned to him by the Operator and saved in numerical format, in the form of mobile telephone number which the Client has defined during the registration at Veturilo and a 6 digit PIN number which was indicated during registration in Veturilo. In order to facilitate the process of rental and the return of bikes within the Veturilo system, the Client is allowed to use, post activation in Veturilo Terminal: Warsaw Urban Card, ELS Electronic Student ID or payment proximity card. During the rental and the return of the bike they are treated as equal to the Client Identifier. During the rental and return of the bike the Client has the following methods of identification at disposal:
 - a. mobile telephone number which, together with PIN number is treated as equal to the Client Identifier;
 - b. Warsaw Urban Card (WKM) - proximity, personalized electronic card (RFID) with a unique, encoded number together with a PIN number.
 - c. ELS Electronic Student ID (ELS), proximity, personalized electronic card (chip+RFID) with its unique, encoded number together with PIN number,
 - d. payment cards-consumer credit cards, charge, debit and pre-paid cards issued by payment organizations of Visa International and Mastercard International issuers and other which fulfil the requirements of electronic payment means in the meaning of the act on electronic payment instruments (that is Journal of Laws of 2012, item 1232) with PIN number. Terminals are adjusted for cooperation with PayPass and PayWave types of products.
 - e. Other media compatible with WKM adjusted to the coding of urban transport tickets of the city of Warsaw with PIN number.

Post logging into one's account on the website www.veturilo.waw.pl the Client may turn off the PIN code through unticking the option: Upon each rental and return, in order to ensure my safety, please ask me about my PIN number. This option allows for rental/return of the bike without the necessity of entering the PIN code with the use of identification methods: b,c,d or e at the terminal.

11. **Tables of charges and penalties**-pricelist of services and charges of Veturilo, being an integral part of the Agreement. The pricelist is available on the website www.veturilo.waw.pl.
12. **Pre-paid account**-personal account of a Client within the settlement system of Veturilo System where debit and credit operations are realized for the use of services and products offered within the Veturilo System in accordance with the Tables of charges and penalties. Pre-paid account may be topped up by the Client via upfront payment as a pre-payment.
13. **Initial fee**-the amount of initial fee within Veturilo system equates to 10PLN gross (in words: ten zloty) and is made by the Client upon registering in Veturilo. The payment indicates grating consent by the Client and acceptance of the provisions of the hereby Terms of Service and at the same time it constitutes the first top up payment instalment.
14. **Top-up amount**-payment on account of rentals made to the pre-paid account.
15. **Security procedure**- each action undertaken by the Operator in the event of lack of return of the bike at the agreed time and in the acceptable state, in particular, preliminary, debt-collection and court proceedings.
16. **User zone**-administrative borders of the city of Warsaw and Konstancin-Jeziorna Commune.
17. **Bike rental**- rental of a bike from Veturilo Station by means of Client Identifier or via a method specified in clause II.10. Rental process is specified in clause VII. of the Terms of Service.
18. **Bike return**-return of the bike to Veturilo Station. The process of bike return is specified in clause X of the Terms of Service.
19. **Electrolock**- mechanism which releases and blocks the bikes in the docking station. Rental of a bike which is blocked by electrolock is possible solely directly from the terminal.

20. **Award/promotional voucher** – A promotional campaign of the Operator, resulting in the Operator allowing the additional top-up of accounts created with the Veturilo System.

III. General rules of use of Veturilo

1. The condition for the use of Veturilo System is submission by the Client of the required personal data upon registration, the acceptance of conditions defined in the hereby Terms of Service, payment of initial fee. The condition for the use of Veturilo is, furthermore, maintenance of a minimum top up level on the Client's account during the time of each rental, at the amount of no less than 10 PLN (in words: ten zloty).
2. The Operator rents a bike to a Client in line with the provisions specified in the Terms of Service. The Client is obliged to abide by the provisions of the Terms of Service, in particular, concerning the agreed payments and the use of the bike in accordance with the Terms of Service.
3. Persons above 13 years of age who have not attained the age of 18 (further referred to as minors) must, prior to conclusion of Agreement, submit to the Operator a written consent of one of the parents or legal guardians for the conclusion of the Agreement, as well as a statement on assuming responsibility by the parents or legal guardians on account of any potential damages, caused in particular as a result of non-performance or improper performance of the Agreement and on account of any ongoing liabilities defined in Tables of charges and penalties as well as Cost related to repair and restoring of a bike in Veturilo System. Within the statement the parents or legal guardians must undertake to top up the account of the minor within Veturilo System. The consent must be sent via electronic post to the email address ck@veturilo.waw.pl via post to the address of the Operator or in person in the headquarters of CK Veturilo.
4. The Client may rent up to four bikes at the same time. It is possible, subject to prior booking, to increase the number of bikes rented at the same time.
5. The use of the rented bike is allowed within the User zone.

IV. Responsibility/ Obligation

1. The Client is responsible for the use of a bike in accordance with its purpose and with the provisions of the Terms of Service.
2. The Client undertakes to return the bike in good technical condition and in the same state as it was in at the time of renting. The Client shall bear full responsibility for any results of events which occur pursuant to the breach by him of the law in place when using the Veturilo System.
3. The use of bikes via Veturilo System may take place solely for non-commercial reasons.
4. The Client is responsible for the bike/all the bikes he rents at a given time from the moment of rental from a Veturilo Station to the moment of their return to the Veturilo Station. In particular, the Client is obliged to undertake actions in order to prevent any damages or theft of the rented bike which may occur from the moment of renting the bike at any Veturilo Station to the moment of its return to any Veturilo Station.
5. In case of a theft of a bike which occurs during the rental the Client is obliged to inform CK Veturilo of this fact and immediately report the theft (robbery) to the closest Police station.
6. The use of Veturilo System bikes by persons under the influence of alcohol or other narcotic substances, psychotropic substances or equivalents in the meaning of provisions on counteracting drug addictions; strong anti-allergic drugs, other medicine which by definition are forbidden or recommend not to be applied for drivers of any vehicles, is forbidden.
7. The Client bears full and total responsibility and undertakes to cover any tickets, fines, fees etc. obtained by the Client, related to the use of the bike and imposed on them out of their own fault. The Client bears responsibility for fines, tickets, fees etc. which have been imposed on them and which result from Operator's fault.
8. In case of proven damages resulting from improper use of the equipment which is part of Veturilo System, the Client agrees to cover the costs of repair and restoring of the equipment in order for it to be restored to the state prior to rental. The Operator shall submit an adequate receipt or VAT invoice to the Client for completion of the necessary repair works.

9. In case of improper return of the bike out of the Client's fault, the Client bears costs of its further rental and is responsible for any potential theft or damage. In the event of any difficulties with the return of the bike the Client is obliged to contact CK Veturilo.
10. Any purposeful damages to the property of Operator will result in commencement of court proceedings. The Operator reserves the right to recover any justified costs, including costs of legal representation, from the person who caused damages or destructions.
11. The Client is responsible for any potential damages which may arise as a result of non-performance or improper performance of the Agreement to the full amount, whilst, one of the elements of the damage may be the so called cost of bike restoration, specified in Tables of charges and penalties as well as table of Costs of repair and restoring of bike in Veturilo System.
12. The users are forbidden to transport the bikes in the system via vehicles and other means of transport, owned by private persons, excluding Means of Public Transport.

V. Registration

1. Prior registration of a Client and payment of Initial fee are the necessary condition for the use of Veturilo System.
2. The registration takes place at the internet portal available at the address: www.veturilo.waw.pl. In addition it is allowed for the registration to be conducted at CK, via telephone contact with an employee of CK and by means of a payment card with the option of charging in Veturilo Terminal, as well as through the use of Nextbike application which is available on the devices equipped in iOS and Android systems.
3. During the registration process through the website www.veturilo.waw.pl, via the Nextbike application or via telephone contact with the CK employee the indication of the following personal details is necessary
 - a. name and surname,
 - b. contact address, that is city, street including flat/house number, postal code, country, email address,
 - c. PESEL number,
 - d. mobile phone number,
 - e. payment card number in case of payment card payment with the possibility of debiting.
4. During the registration process in Veturilo Terminal the Client indicates the following personal details,
 - a. mobile phone number
 - b. name and surname,,
 - c. payment card number with possibility of debiting

which he is obliged to supplement by the additional data, specified in clause 3, items b and c, no later than within 24 hours post registration.
5. During the registration process at Veturilo Terminal the Client enters the PIN code of his own. Whilst, during the registration via: internet website, Android application and CK-PIN code is generated automatically. Post registration the Client receives a confirmation from Veturilo System regarding a successful registration as well as his individual PIN code which, together with an indicated mobile phone number, constitutes Client Identifier in Veturilo System.
6. The condition for registering is entering the real data, the acceptance of conditions defined in the hereby Terms of Service and consent for processing of personal data in accordance with the act of 29 August 1997 on personal data protection for the purpose of performance of the Agreement (that is Journal of Laws of 2014, No. 1182). The Client has the right to access the content of his personal data and the possibility to amend, supplement or change them. The data administrator is Nextbike Polska Sp. z o.o. with its registered seat in Warsaw 01-756, ul. Przasnyska 6b. Submission of personal data is voluntary, but necessary; lack of personal data submission prevents the use of Veturilo System services. The information on the safety of personal data is available within the Privacy Policy

document of Nextbike Polska, available at: <http://cust.nextbike.pl/link/vet-map/politykaprywatnosci.pdf>.

7. Personal data are processed solely for the purpose of proper functioning of Veturilo and may be accessible to other entities cooperating with Nextbike exclusively within the framework of the provisions of law in force.
8. The Client further grants consent for receiving via text messages and electronic post information materials concerning services provided by the Operator within the framework of Veturilo, as well as anonymous questionnaires sent by means of electronic post or available directly within the Veturilo System, targeted at obtaining by Operator demographic and profile Client personal data (such as education level, employment, age). Such data will be used in order to test the preferences of Clients and the adjustment level of Operator's offer to the expectations of Clients, as well as for the statistical analyses and for creation of general image among the Clients which is passed on to Operator's marketing partners. Receiving information materials and disclosure of the above noted data is at all times voluntary and the Client may at any time withdraw from obtaining these materials or questionnaires.
9. The content of individual transactions/rentals is available solely for the parties of the Agreement. Each Client who has performed registration, having logged in, has access to all his transactions/rentals for the period of their storage within the IT system. Client data concerning individual transactions/ rentals are stored by the Veturilo IT system. If there are no overdue payments for the use of bikes, data are deleted immediately post receipt of a request on deletion from the Client. In the event when a complaint has been filed, data are stored until such time as the complaint process has ceased, for the period of 6 months and for the period of a potential proceeding resulting from a complaint, during investigation of Client's claim, for evidential purposes, however, not shorter than 6 months and not exceeding 2 years from the day of issuing the response to the given complaint. In case of a notification within this term (ie. compensation or indemnification for damages)- data are processed during establishing the potential liability of the Operator/ Client and realization of the issued judgement in this regard.
10. Personal data are processed, stored and secured in accordance with the principles specified in the binding legal provisions.
11. Administrator of personal data- Operator undertakes to maintain confidentiality of personal data and not to disclose them to any third parties, unless, pursuant to a clear authorization from the Client or in the event when such authorization will result from a specific provision of law. This obligation shall remain in force post expiry of the legal relationship which is between the Lessee and the Operator.
12. In order to adjust the content and the services to the individual needs and interest of Clients, the Operator uses the so called cookies, that is information saved by the server of the Service on Client's computer, which the server may read during each connection from the given computer. Cookies files provide statistical data regarding Client traffic and their use of the particular Veturilo pages, as well as enable a swift provision of Services. The Client may at any time switch off the option of accepting cookies in his browser settings, however, this may trigger problems and in some cases disable the use of Veturilo System.

VI. Payment methods

1. Payment for services and products offered within the Veturilo system may be conducted through:
 - a. debiting the account of payment card of the Client, or
 - b. crediting the pre-paid Account via bank transfer or through payment via payment card, in particular, via www.veturilo.waw.pl portal from which the means will be charged in the amounts as indicated in Tables of charges and penalties, and subsequently transferred to the account of the Operator. Payment method may be altered freely through selecting the appropriate option in the Veturilo System, available via www.veturilo.waw.pl.
2. Launching the order of payment card debiting takes place upon registration, by entering the payment card number, that is credit card, debit card within Veturilo Terminal, during the contact with CK, as well as via Nexbike application available on iOS system and Android system devices.

3. Payment method may be altered each time, post logging in to the website www.veturilo.waw.pl within the tab My Account
4. All payments are transferred to the account of Operator.
5. If the Client requests it, the Operator will provide a VAT invoice issued by the Public Transport Authority of the capital city of Warsaw, covering the price of the ride. In order to do so, the Client should send an e-mail to the Operator's e-mail address, providing the data necessary to issue a VAT invoice, as well as the date and time of the bike rental and number of the bike.
6. The Operator will send the invoice in electronic format to the e-mail address with which the Client contacted the Operator. In justified cases, the Operator can send the invoice to another e-mail address provided by the Client.

VII. Rental

1. Rental of a bike is possible provided that the Client has an active account status. Active account status is understood as:
 - a. a minimum amount of 10 PLN gross on the pre-paid Account, through topping up by means of transfer or by single payment with the use of payment card,
 - b. defining which form of payment of the payment card with possibility of debiting, via terminal or via contact with CK, through which these means are automatically transferred.
2. Rental of a bike is possible at any Veturilo Station:
 - a. in case of a bike locked by electrocolck; post prior activation of Veturilo Terminal, logging and acting in accordance with the instructions displayed on the Veturilo Terminal. Release of the electrolock is signalled by an appropriate message shown on Veturilo Terminal as well as by sound signal.
 - b. in case of a bike secured solely with a code lock: through Veturilo Terminal, by means of Nextbike application available on iOS and Android devices, via telephone contact-by calling the numbers indicated on the Terminal: 22 244 13 13 or 22 382 13 12 (answering machine – call charge in accordance with operator's tariffs),
3. Rental commences once the procedure of rental specified in clause 2. is completed.
4. During the rental the Client obtains the number for the code lock within the rented bike. This number may be confirmed until the return tie at the Veturilo Terminal, on Nextbike application as well as in CK. The Client is obliged to ensure that the bike is equipped in protective rope, also called a clamp, prior to rental. In the event when it is missing, the Client is obliged to contact BOK and inform it of the absence of a clamp.
5. It is the Client's obligation to ensure, prior to commencing the ride, that the bike is suitable for the designated use, in particular, that the tyres of the bike are inflated, and the brakes are in order. Once the bike is released, the Client is obliged to secure the rope in such a way so as to prevent it getting into the wheel.
6. In case of discovering during the bike rental any failure of the bike, the Client is obliged to immediately report the problem to CK and return the bike to the closest Veturilo Station.
7. Rental and use of an unfit bike by the Client may result in his liability for any failures or damages resulting from the use, in case when the Client could have been able to identify the unsuitability of the bike.
8. It is recommended that the Client has, during rental, a working mobile phone in case of a necessity to contact CK.
9. The basket mounted in front of the bike is suitable solely for the carriage of light items. In order to ensure safety and at the risk of damaging the bike it is not allowed to place any heavy items within the basket. The maximum weight of items within the basket cannot exceed 15 kg. Items placed in the basket may not hang out of the rim of the basket and they should not contain any sharp edges. If an accident occurs due to inappropriate use of the basket, the Client bears responsibility for it and will cover any costs arising from it. The Operator shall not bear responsibility for damages to items or goods carried in the basket.

10. Maximum permitted weight for the bike:
 - a. traditional, designated for the use by 1 person, cannot exceed 120 kg.
 - b. Tandem bike, designated for the use by 2 persons, cannot exceed 227 kg.
 - c. Children's bike, designated for the use by 1 person, cannot exceed 60kg.
11. The use of children's bikes is possible only under the supervision of legal guardian with an account set up within the Veturilo System. The legal guardian is obliged to supervise the ride of a child for the entire period of rental duration until the time of return of a bike to the appropriate docking station.
12. Children's bikes:
 - a. with wheel rims of 18 inches designated for the use by children above 4 years of age and of height from 110 cm;
 - b. with wheel rims of 20 inches designated for the use by children above 6 years of age and of height from 120 cm
13. Prior to the rental of children's bike the legal guardian must ensure that the child is able to ride a bike without the use of the so called side wheels.
14. Legal guardian shall bear full responsibility for the child throughout the entire rental of the children's bike.
15. Children's bikes are not equipped in safety ropes and may be rented or returned only and solely at the station at **Al. Niepodległości – Batorego, station no. 6420.**
16. *In case of lack of possibility of returning the children's bike into electric lock, legal guardian is obliged to contact the Operator by means of round-the-clock hotline at 222441313 or 223821312. Personnel member will inform you how to secure the bike.*
17. Handle located within tandem bikes should be used solely to carry drinks. The user is obliged to ensure that the carried drink is secured in a manner which prevents its falling out during the ride. In case an accident occurs the cause of which will be an inadequate use of the handles the Client shall bear responsibility for same and all the costs arising from such situation. The Operator shall not be responsible for any damages to goods or objects carried within the handles.
18. In case of any problems with the rental or return of the bike from Veturilo Station the Client is obliged to contact CK by phone. The employee of CK will inform the Client of further actions to be taken. The rented bike ought to be used in accordance with its purpose. Veturilo bike as a transport means is designated to move between Veturilo Stations. It is not allowed to use Veturilo bikes for mountain rides, jumps, stunt tricks, as well as racing and using the bike to pull or push anything is not allowed.
19. In the case of a breach of any of the above Regulations, especially in situations having caused damage to the Operator, the Operator reserves the right to block a Client's account until the matter is resolved.

VIII. Duration of rental

1. The Client is obliged to return the bike no later than within 12 hours from its rental.
2. Exceeding the 12 hour duration of rental causes charging additional fees and penalties in accordance with the Tables of charges and penalties.

IX. Repairs and failures

1. Any failures ought to be reported by phone to CK. In case of each failure which prevents further ride the Client is obliged to stop and inform via telephone CK as well as return the bike to the closest Veturilo Station.
2. It is forbidden to conduct any repairs, modifications or replacements of parts within the rented bike on one's own. The only authorized entity to perform these actions is Veturilo Service.
3. The Client has an obligation to have the possibility of contacting CK at all times when renting a bike.

X. Return

1. The Client is obliged to connect the bike with the bike stand in such a way so that the adapter installed to the fork of the bike is placed within the electrolock being an integral part of the stand and hold the bike until an automatic closure of the lock blockade. Automatic closure of the blockade is signalized by a sound signal and a physical lock of the bike in the electrolock. We recommend that the Client ensures that the bike has been returned to the Veturilo System. This may be done through logging into the Veturilo Terminal by means of Nextbike application or through contacting CK.
2. If placing the bike within the electrolock is impossible (ie. lack of free bike stand at the Veturilo Station or failure at Veturilo Station) the Client is obliged to return the bike with the use of code lock, connecting the bike to the stand or another bike within the Veturilo Station, lock down the code lock, press the "Return" button on the electronic part of Veturilo Terminal and proceed according to instructions displayed. Once the lock is secured the Client may return the bike via www.veturilo.waw.pl website, Nextbike application or through contacting CK.
3. In case of incorrect return of the bike, as specified in clauses X.1 nad X.2 the Client shall bear the costs of further rental and shall be responsible for a potential theft.
4. In the event of an accident or a collision occurring during a rental, the Client is obliged to draw up a statement or to call the police to the location of the accident. Furthermore, if such an event occurs, the Client is obliged to inform CK Veturilo no later than 7 days after the event.

XI. Charges

1. Charges are calculated according to the rates specified in the Tables of charges and penalties, constituting an annex to the Terms of Service, available on www.veturilo.waw.pl and within Veturilo Terminals. The basis for the calculation of a charge is the number of minutes of rental, measured from the moment of bike rental in Veturilo Terminal, or from the moment of obtaining the code lock which releases the securing rope, to the moment of connecting the bike with electrolock or obtaining the confirmation from the Veturilo System regarding the confirmation of bike return.
2. Charges for the use of rental are diverse and depend on the length of time of bike rental. The charge for a single rental is a sum of charges for the subsequent time periods, ie. the cost of a 150-minute rental equates to 9PLN.
3. Time of charging is divided into one-hour periods with the exception of the first hour of rental during which the period of the first twenty minutes of rental is calculated.
4. In case when charging the fee for the ride exceeds the means on the account the Client is obliged to top up his pre-paid Account at least to reach the balance equal to 0PLN within 7 days. In case of failure to settle overdue payments, the Operator reserves the right to commence adequate legal steps against the Client, targeted at obtaining the payment on account of the realized Agreement. The Operator is entitled to calculate statutory interest from the amounts overdue calculated from the day of maturity until the day of factual repayment made in full.
5. During the term of the agreement with the Operator of Veturilo system the payments towards rentals (top up amount) are non-refundable.
6. If an award voucher or a promotional top-up of the account is received, its purposes are determined by the Operator and it is non-refundable, ie. the funds cannot be withdrawn. Funds from this top-up are used first, before the funds paid by the Client. In the case of promotional vouchers, the amount, the expiry date, and the reason for granting them are described in the current promotion regulations available on the system's webpage.

XII. Responsibility

1. The Operator realizes the services related to the maintenance of Veturilo and bears full responsibility for its proper functioning.
2. The Operator will be liable for damages resulting from improper execution or non-execution of the Agreement, unless the improper execution non-execution results from circumstances for which the Operator is not responsible.
3. Any claims and complaints resulting from them ought to be directed by the Clients to the address of the Operator.

XIII. Complaints

1. The Client may submit a complaint within 7 days from the date of the event which caused the complaint.
2. All complaints concerning the services provided on the basis of the Terms of Service may be submitted:
 - a. via electronic means to the email address ck@veturilo.waw.pl,
 - b. via post to the address of the Operator, specified in clause I.3
 - c. in person at the headquarters of the Operator.
3. If data contained within the complaint require supplementation, the Operator requests that the complaining person supplements the complaint within the indicated scope prior to reviewing the complaint.
4. The complaints which do not contain data such as: name, surname, address, mobile telephone number, which would allow for an identification of the Client will not be considered.
5. Submitting a complaint does not release the Client from the obligation of a timely realization of the obligations towards the Operator.
6. The Operator reviews the complaint within 14 days from the date of obtaining it or supplementing it, and in particularly complex matters this occurs within 30 days, while in case the complaint concerns the transaction conducted with the use of payment card it might take up to 90 days from the date of the complaint submission. In case of the necessity to supplement the complaint the term for reviewing the complaint commences on the day of receipt of documents by the Operator which supplement the complaint or which provide additional explanations/information. In case of an inability to meet the deadline for the review of a complaint, the Operator will inform the Client of any delays, indicating the cause of a delay (circumstances which must be established) and an expected term for the review of the complaint.
7. The Client grants consent for the reply to the complaint to be sent via electronic means or via post to the correspondence address in a way indicated within the complaint. In particularly justified cases the Operator may send a reply to another email address, indicated by the complaining person.
8. The consideration of a complaint consists of an identification of the problem, assessment of its justification and settlement of the problem submitted by the Client or a conduct of adequate actions in order to remove any potential irregularities, causes of their occurrence and to grant a thorough, professional in form and in content reply.
9. CK issues a reply which includes the position of the Operator regarding the complaint, its justification and the information regarding the appeal procedure.
10. The Client has the right to appeal against the decision issued by Veturilo. The appeals ought to be sent regardless of the method of submission-letter, email- no later than within 14 days from receipt of the decision by the Client which he wishes to appeal against. The appeal will be considered within 14 days from the day of its submission to CK.
11. The Client may:
 - a. direct an appeal against the decision of the Operator directly to CK within 14 days from the date of receipt of the reply to the complaint.
 - b. launch civil action in the adequate court.

XIV. Withdrawal from the Agreement:

1. The Client may withdraw from the Agreement concluded with the Operator-on the basis of the provisions of law, without indicating the cause, within the term of 14 days from the date of its conclusion. The term is considered as fulfilled if prior to its expiry the consumer posts a statement of withdrawal from Agreement.
2. The Client may withdraw from the Agreement via:

- a. sending to the Operator's email address sck@veturilo.waw.pl, a statement regarding withdrawal from Agreement,
 - b. sending to the postal address of the Operator, specified in clause I.3 a written declaration of withdrawal from Agreement. For this reason the Client may avail of the form on withdrawal from Agreement enclosed in Annex no. 2 to the act on consumer rights (Journal of Laws of 2014, item 827 as amended), however, this is not obligatory.
3. In case of withdrawal from the Agreement, the Agreement is treated as non-concluded. In case of withdrawal from the Agreement each party is obliged to return to the other party all the items it obtained on the basis of the Agreement. The return of the services occurs no later than within 14 days from the day of receipt by the Operator of the declaration regarding withdrawal from the Agreement. The return of payment is conducted with the use of the same payment methods which were used by the Client in the initial transaction, unless within the declaration of withdrawal from the Agreement the Client agreed to another solution. Another solution ought to be indicated by the Client within the submitted declaration.
 4. If the Agreement is terminated, the Agreement shall be considered null and void, but the Parties exclude the possibility to withdraw from the Agreement within the extent to which it has already been realized. Reimbursement will be made no later than 14 days from the date when the Operator receives the notice of withdrawal from the Agreement, using the same payment methods as those used by the Client in the original transaction, unless the Client indicated another course of action in the notice of withdrawal from the Agreement.

XV. Termination of the Agreement at the request of the Client

1. The Client has the right to terminate the Agreement . Termination in the written form must be sent to the electronic address sck@veturilo.waw.pl or to the postal address of the Operator.
2. The termination of the Agreement takes effect within 14 days from the date of receipt of the termination by the Operator.
3. Upon terminating the Agreement the Client is obliged to top up the means on the pre-paid Account to reach the balance of OPLN.
4. If the means on the pre-paid Account exceed OPLN on the day of termination of the Agreement, they will be returned to the account from which they had been paid at the clear request by the Client, other, indicated within the termination. The returned amount will be decreased by the transfer fees.

XVI. Final Provisions

1. The acceptance of the hereby Terms of Service and the rental of the bike indicate: a declaration of the health state which prevents safe movement on a bike; ability to ride a bike; possession of permissions required by provisions of law and knowledge of road traffic provisions.
2. The Operator reserves the right to terminate the Agreement with a notice of 14 days in case the Client breaches the provisions of the hereby Terms of Service (ie. lack of acceptance of the new Terms of Service, non-return of a bike at the required time) while the Client is entitled, in respect of the Operator, to submit claims related to the return of means on the pre-paid account, provided that they were not used by the Operator previously to cover the payable liabilities chargeable to the Client.
3. The Operator is entitled to introduce changes to the Terms of Service or to Privacy Policy with effect for the future. The information regarding changes to the hereby Terms of Service or to the Privacy Policy will be sent to the email address indicated upon registration. Lack of a written information regarding non-acceptance of the changes of the Terms of Service sent to CK within 14 days from the day of its issuance to the Client indicates an acceptance of the introduced changes in the Terms of Service by the Client.
4. For all matters unresolved in the hereby Terms of Service the binding legal provisions shall apply, and in particular, the provisions of the Civil Code and the act on road traffic.
5. In case of any discrepancies between the Polish and foreign language version of the Terms of Service, the Polish version of the document shall prevail.

VETURILO TABLES OF CHARGES AND PENALTIES

Type of charges		Gross value
Initial fee		10 PLN
Bike rental fee	Duration of rental	
	from 1 to 20 minutes	0 PLN
	from 21 to 60 minutes	1 PLN
	Second hour	3 PLN
	Third hour	5 PLN
	Fourth and each subsequent hour	7 PLN
Letter notifications regarding breaching the Terms of Service		10 PLN
Payment for exceeding the 12 hour limit of rental		200 PLN

Penalties	
Theft, loss or damage of a bike	2000 PLN

Fees specified in the Table are VAT inclusive