

TERMS & CONDITIONS FOR BIKE RENTAL

Please read the following terms and conditions carefully before proceeding with the bicycle rental.

1. RENTAL AGREEMENT

By renting a bicycle, you are entering into a binding contract with the rental company. Please ensure that you understand and accept the terms outlined below.

2. RESPONSIBILITY FOR EQUIPMENT

Customers are responsible for all equipment provided and must return it in the same condition in which it was received.
Any loss, damage, or theft of equipment is the financial responsibility of the customer.

3. FINANCIAL LIABILITY

In the event of total loss or damage to the bicycle or accessories, the customer agrees to pay the full replacement value.
Customers are responsible for all repair costs for any damage caused during the rental period.

4. RETURN OF RENTED EQUIPMENT

All equipment must be returned on the agreed date and time. Late returns may incur additional fees.

5. DAMAGE REPORT

At the time of collection, customers must report any existing defects or damage to the bicycle or equipment.

Scratch fees:

- Less than 1 cm: €5
- 1.5 cm: €10
- 5 cm: €20

Damage fees: Subject to assessment.

6. SAFETY AND IMPROPER USE

The rental company is not responsible for accidents resulting from improper use of the equipment.

Bicycles must not be used in competitions or for learning purposes. Users must have prior experience operating them.

7. SAFETY RECOMMENDATIONS

Avoid riding alone in remote areas. If you do, ensure you have a fully charged phone and a planned route.

8. CUSTOMER COMPLAINTS

To resolve any complaints, please contact Lima & Limão Cycling.

Consumers may access the Electronic Complaints Book at www.livroreclamacoes.pt to submit complaints.

9. PAYMENT POLICY

To confirm a bicycle rental, a 50% deposit of the total amount is required.

The remaining 50% must be paid no later than one month before the rental start date.

10. SECURITY DEPOSIT

Bike Type	Deposit
eMTB	€100
MTB	€50
eTRK	€100
TRK	€50
Road Di2	€100
Road Plus	€100
Road	€100
Gravel Plus	€100
Gravel	€100
Kids Bike	€50

11. LOSS OR THEFT VALUE

Bike Type	Value
eMTB	€3,200
MTB	€700
eTRK	€3,000
TRK	€700
Road Di2	€3,200
Road Plus	€2,800
Road	€1,500
Gravel Plus	€2,450
Gravel	€1,600
Kids Bike	€250

12. CANCELLATION BEFORE RENTAL OR REDUCTION OF RENTAL PERIOD

The customer may cancel the rental at any time. Cancellations must be made in writing and are subject to the following policy:

- a. Up to 28 days (inclusive) before arrival: €20 per person per rental
- b. Up to 21 days (inclusive) before arrival: 25% of the package price
- c. Up to 7 days (inclusive) before arrival: 50% of the package price
- d. Up to 3 days (inclusive) before arrival: 75% of the package price
- e. Up to 1 day (inclusive) before arrival: 90% of the package price

If the Lima & Limão Cycling client provides substitute participants, no cancellation fee will be charge.

If the client is unable to use the rental due to incapacity (e.g., illness or early return), no proportional refund will be granted.

13. USE OF RENTED BICYCLES IN COMPETITIONS

The use of bicycles rented from Lima & Limão Cycling in extreme sports, competitions, or similar events must be declared at the time of booking and is subject to approval. Additional terms and conditions may apply.

14. GOVERNING LAW AND JURISDICTION

All relationships with our clients are governed by Portuguese law.

The parties agree to submit all disputes arising from any supply contract to the jurisdiction of the District Court of Setúbal, expressly waiving any other jurisdiction. The losing party shall be responsible for all litigation-related expenses, including legal and attorney fees.

Customers, including those from our websites, are aware of and voluntarily accept all the terms and conditions mentioned above.

By proceeding with the bicycle rental, you confirm that you have read, understood, and accepted these terms and conditions. If you have any questions or concerns, please contact us before finalizing the rental agreement.

Lima & Limão – Cycling Services, Lda.

Management