



TERMS AND CONDITIONS OF CYCLE HIRE

The Hirer will be fully responsible for any loss or damage to any of Amber Travel' property, cycles, and/or associated equipment that are hired or used.

All hire bikes include use of a light lock within the hire costs. If you will be leaving the bike outside or in a openly visible place we can provide a heavy duty lock. Choosing not use any of these safety items is entirely at your own risk. Please ask a member of staff if you are not entirely sure how to use the lock as incorrect use can lead to loss of the equipment.

A "day rate" for hire is normally anytime between the hours of 10am until 10:30am the next day though we can make discretionary exceptions. The minimum chargeable hire length is one day.

The Hirer will be liable for the retail price of the bicycle and accessories up to the stated deposit value.

A credit card charge covering the deposit of bike(s) hired will be made, at or just before delivery. It will be released when the bike(s) and/or equipment is returned in satisfactory condition (cash or PayPal deposit covering full deposit price of the hired equipment is also accepted). The refund will be processed within a few hours by Amber but it may take longer to be reflected to your account. At our discession we may accept to hold a passport for short rentals of lower value bikes.

The Hirer will be responsible for puncture repairs. If the bike is brought to us for puncture repair we will waive our labour charges, asking €5 for the tube only. Bikes will be supplied with inner tubes, tyre levers pump and mini tool for roadside repairs. Puncture repairs are ready for collection usually within 20 minutes unless we are super busy.

The Hirer will be expected to keep the bicycle clean, in case of long term hire it is highly recommended to bring the bike every 2 weeks for maintenance which will be carried out with the highest priority. In the event of the bicycle not operating correctly the Hirer is expected to return the bicycle to Amber Travel for remedial work to be carried out as top priority job.

In the case of cycles and/or equipment left or returned damaged or excessively dirty, the signatory of the contract is responsible for any costs incurred and sustained in replacing or repairing (whichever is cheaper) the items concerned to a condition equivalent to that prior to the hire.

If a late return is anticipated or hire is to be extended the Hirer is to advise Ambertravel by telephone or email as soon as possible. The Hirer will be charged the appropriate single day rate for each consecutive day beyond the agreed return date and time.

For definate bookings of a specific bike we require 100% of the total rental fee paid in advance.

Bookings that have to be cancelled or prosponed due to coronavirus restrivtions can be made free of charge. Cancellations for other reasons informed up to 7 days before the rental period is due to start

will incur a one day full charge for booking up to 4 days long. Longer bookings will receive a 25% cancellation charge. Unused delivery charges are fully refundable.

Delivery to 'Villas' or apartments can only be provided if the renter provides a specific location by whatsapp to +90 541 651 5235 when they arrive in situ. Please do not send the positions supplied by villa owners or taken from websites as they are frequently totally misleading to keep tax inspectors away. If we are unable to deliver due to insufficient or incorrect address' delivery charge will be forfeit

FAQ'S (HIRE BIKES)

Are your hire bikes insured?

Any insurance covering theft, accident, third party liability, etc. is sole responsibility of the customer and we are not able to offer any insurance scheme at the moment.

Is it possible to hire a bike with clipless pedals?

Yes, we have a few sets of most common clipless pedal (both types, MTB and Road) pedals available at no extra cost so you just need to bring your shoes. However please let us know at the time of booking.

What if the Hire Bike gets stolen?

First you need to contact us to obtain bicycle details (make, model, size, colour, frame number and other specific features), then you should report the crime to Police or Jandarma instructing them they should contact Amber Travel if the bike gets recovered. They will issue Crime Reference Number which we will keep on records. As the rentor is liable for lost or stolen equipment up to the full deposit price, we need to collect such payment before releasing the bike. In case the bike gets returned to us, we will issue refund less any costs required for returning the bike back to pre-hire condition. **While some of the deposits are high, they are generally less than the replacement value of the bikes and we would be unable to provide high quality bike rentals without being able to protect our investment.**

Emergency number in Turkey is 112.