



ELECTRIC BIKE RENTAL – GENERAL TERMS AND CONDITIONS 2026

Camping Déjà Vu
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Object

The purpose of these terms and conditions is to determine the booking procedures and the rented goods (hereinafter referred to as "Equipment") and services available via the booking platform and through a rental contract concluded between Camping Deja Vu (hereinafter referred to as the "Renter") and the client (hereinafter referred to as the "Hirer").

Definitions

The "Hirer" is the physical person who hires equipment as an individual or the physical person who, as the leader of a group, hires equipment for that group. Any reference to "Hirer" in the singular may apply to more than one person if the booking is for more than one item. "Hirer" or "customer" are interchangeable terms throughout this document and refer to both the person making the booking and any other user of the equipment during the period of hire.

Rental agreement

All equipment hire will be subject to a hire contract detailing the service provided and the nature or amount of the deposit. In order to benefit from the rental contract, the signatory must be of legal age, declare that he is fit to ride a bicycle and has no medical contraindications. Persons other than the Hirer may be authorised to use the Equipment provided that their identity is precisely indicated in the rental contract and that they meet the same conditions as the Hirer, including in the case of minors over 14 years of age, and whose guardian is the signatory of the contract.



These bikes are not suitable for people under 12 years of age (or people shorter than 1.45 cm). For children between 8 of 12 years we do have smaller bikes available.

For children under the age of 8 years we do have bike trailers available.

To increase the safety of the hirer, we provide a certified helmet free of charge for each bike. If the hirer does not wear a helmet when using the equipment, he/she does so at his/her own risk and all damages, claims, penalties and fines related to this action are fully waived in regard of Rental. Helmets for children under the age of 13 years, are mandatory.

As a service provider, the Renter makes available to the Hirer, recreational equipment without supervision. The Renter reserves the right to assess the ability and suitability of the Hirer to use a bicycle within the framework of the rental service and to refuse a rental.

Rates

The rental rates, deposits and penalties for late return of the equipment, as well as the payment methods are listed at the pick-up.

The prices charged are those in force on the day of the reservation, the Renter reserving the right to modify his rates at any time. The new rates will only be applied when the customer begins a new rental period.

Reservations

The Hirer can make reservations via the www.campingdejavu.fr website or by telephone.

Payments and methods of payment

The entire service shall be paid for by the Hirer as follows: at the time the contract is concluded in the case of immediate provision of the equipment; at the time the order is placed in the case of on-site, telephone or online reservations.

Payment methods accepted are: credit/debit card and cash.

In all cases, the deposit is taken at the time the equipment is made available.



Booking – Cancellation

The hirer has the right to cancel a booking under the following conditions: more than 2 days before the event, cancellation without reason and return of the booking fee; 24hrs before the event, Deja Vu keeps 90% of the total amount of the booking. Less than 24hrs before the event: Deja Vu will keep 100% of the total amount of the booking as compensation, as is the case if no one arrives to sign the rental contract(s), as is the case if the client is present but cannot pay the security deposit(s).

Cancellation fees will not be due in the event of proven adverse weather conditions (wind gusts over 80km/h, severe rain or snow storm).

The Renter will offer you other rental dates depending on the availability of the equipment and the reservations already made, if an alternative rental date can't be agreed upon, the paid rent will be refunded.

No refunds will be made if the Hirer returns the equipment before the agreed end date.

There is no charge for replacing the booking with an equivalent booking on other available dates, subject to at least 24hours' notice.

Deposit

As a guarantee of the proper execution of his obligations by the Hirer, Camping Deja Vu may require a deposit up to a maximum of € 500,- per bike.

Photocopies will not be accepted - the name on the card and ID must match.

This security deposit is not cashed during the rental period but depending on the bank, the amount may be blocked on the Hirer's account.

On return of the equipment, the deposit is returned to the Hirer after deduction of any damage.

By express agreement, the deposit is attributed to Camping Deja Vu in full ownership of the sums due by the Hirer in the event that the Hirer does not pay any sum due to Camping Deja Vu on the due date. The Hirer authorises the Renter to deduct from the deposit the sums due in respect of the insurance excess; as compensation for damage and theft, the costs of which are set out in the appendix; by way of compensation for late return of the equipment.

It is expressly agreed that the amount of the deposit shall in no case constitute a limit, the Renter retaining, if necessary, the right to sue the Hirer to obtain full compensation for his loss.



Rental process

The Hirer goes to our rental point and signs a rental contract in which he/she acknowledges that he/she has read and accepted the general rental conditions.

When signing the contract, the Hirer shall hand over the necessary supporting documents (valid identity card or passport) and proceed to pay the deposit.

Payment for the rental is made when booking online or when picking up the equipment, by credit card or cash only.

In the same way, all other sums that may be due for the rental will be payable by credit/debit card or cash (no cheques).

Delivery, collection

Under certain conditions of distance or number of bikes rented, we offer a free or paid delivery and/or collection service.

Please check the rates with us. We reserve the right to change our rates at any time, but the rate charged will be the one in force at the time of booking, if a delivery or collection option is chosen, or at the time the service is requested.

If the Hirer wishes to transport the equipment by his/her own means, Deja Vu declines all responsibility for the functioning and safety of the bicycle after loading. Please be ware that due to, the width of the tyres and the weight of the bikes (>30 kg), standard bike racks are not suitable for transportation.

Availability of equipment

The availability of equipment for a client's booking is dependent on the timely return of equipment by the previous client.

Last minute unavailability may also be caused by damage such as punctures and other mechanical faults which make it unsafe to hire the equipment. In this case we will do our best to fulfil your booking, but in some cases it may be necessary to postpone or cancel the booking.

Condition of the equipment

All equipment, its accessories and everything that allows normal use are deemed to be delivered in good working order. They are also deemed to be in compliance with all legal or regulatory requirements. The hirer shall ensure beforehand that the equipment is in good condition. Any remarks must be indicated on the rental contract. If no remarks are made, the hirer acknowledges receiving the equipment in good working order, complete and undamaged.



The tyres are in good condition and without cuts. In the event of deterioration of one of them for a reason other than normal wear and tear, the Hirer undertakes to replace it with a new tyre of the same make, characteristics and dimensions.

Any damage or contraindications, at the time of the provision or return of the equipment, must be mentioned on the rental contract.

The routine maintenance of the equipment is carried out by authorized personnel.

Repairs, exchanges of parts, brakes or tyres resulting from normal wear and tear are the responsibility of the Renter and will be carried out by authorized personnel .

Repairs, exchanges of parts or supplies and/or accessories resulting from negligence or fault on the part of the Hirer or any authorised users shall always be charged to the Hirer in accordance with the rates set out in the appendix to the rental agreement.

Conditions for the use of the equipment

The Hirer undertakes to take all measures to prevent damage, theft or fraudulent removal of the equipment. In particular, he undertakes, when the bicycle is parked, to attach it to a fixed element using the anti-theft device provided by the Renter, using other locks undependable of type/make, will lapse the insurance.

The Hirer shall use the equipment with due care and attention as the Renter is entitled to expect. The Hirer acknowledges that he/she has received and taken note of the handling of the electrically assisted bicycle and in particular of the instructions on recharging; he/she also acknowledges the proper instruction and use of the other bicycles made available within the framework of the rental chosen by the Hirer.

The equipment must be returned in the same working order and appearance as when it was made available, with the tyres in good condition. If this is not the case, any costs incurred in restoring the equipment will be charged to the Hirer.

Responsibility

The Hirer releases the Renter from any liability arising from the use of the equipment, in particular with regard to the physical, material and immaterial consequences of accidents of any kind. The hirer declares to be the holder of a personal civil liability insurance which guarantees the responsibility incurred during the use of the equipment by himself, the persons under his care and his guests.

Upon collection or delivery of the equipment, the hirer has legal and material custody of the rented equipment.



The hirer is personally responsible for any damage, theft or loss of the equipment. The hirer shall not leave the rented equipment unattended, unless it is secured by the anti-theft device provided by the lessor to a fixed point and placed in a visible location. The hirer is responsible for the use of the equipment with regard to: road safety, regulations, compliance with the rules governing the public and private domain respectively and consideration for the environment. It is forbidden to sublet or lend the equipment without the agreement of the Renter. Any breach of this rule will result in the hirer's liability. The Hirer shall be liable for any damage caused by the use of the equipment. The Renter shall not be held liable for any damage suffered or caused by the equipment, unless it is proved that such damage is due to an internal defect or a lack of maintenance of the equipment. The equipment remains the property of Déjà Vu. You may not sell, rent, borrow or lend the bike or its parts.

Insurance liability

The Renter has taken out insurance covering his professional liability, the Hirer's liability is not covered by the Renter. We advise you to be covered by a personal insurance in civil liability and individual accident (in case of physical damage).

Breakage and theft

The hirer may benefit from cover under certain conditions but in all cases is personally liable for damage, breakage, loss and theft. Consequently, the equipment will be invoiced to the hirer on the basis of its replacement value. The deposit will be used to cover part or all of the damage and/or the excess. An invoice will be provided to the hirer.

Term

The guarantee takes effect on the date and time the equipment is made available. The guarantee automatically ceases at the end of the rental period.

Excluded:

Theft without breaking and entering;

The bicycle must be secured to a fixed point by the frame with the lock provided by the hirer, regardless of where it is parked.

Theft on public roads, including in vehicles, on trailers, on roof racks or on bicycle racks;

Damage resulting from use that does not comply with the manufacturers' standards of use;



Damage caused by alcoholism, the use of medicines, drugs or narcotics that affect driving ability;

The fault of the Hirer or the user, if it is intentional or fraudulent;

Damage resulting from the projection of substances, stains or corrosive products;

Aesthetic damage;

Damage caused by clothing, goods and objects transported;

Damage to tyres unless it is the consequence of an insured event that caused other damage to the insured bicycle.

Flat tires, broken cables or chains;

Damage that occurs during a duel, fight, race, bet or brawl in which the insured bicycle was involved;

Damage occurring during or as a result of a professional cycling activity;

Damage occurring in the course of events, races, competitions or their trials, subject by the regulations in force or by prior authorisation of the public authorities,

Damage caused and/or aggravated by negligence;

The Hirer undertakes to inform Deja Vu of the damage as soon as possible and at the latest within 24 hours (twentyfour hours) of the occurrence of the damage.

The Hirer who, in bad faith, exaggerates the amount of the damage, claims to have destroyed objects or goods that did not exist at the time of the loss, conceals or removes all or part of the objects taken in charge, uses fraudulent means or inaccurate documents as justification, shall forfeit all rights to the guarantee for the loss in question.

Duration of the rental

The rental takes effect at the time the hirer takes possession of the equipment.

The equipment must be returned on the date, time and place specified in the rental contract.

If, as a result of an accident or illness, the hirer is unable to return the rented equipment, he/she will inform Deja Vu. And shall do so through a third party or Deja Vu will arrange Pick-Up against actual costs. The hirer shall nevertheless remain jointly and severally liable for compliance with the obligations mentioned in the rental agreement.

Assistance from the Renter

The Hirer hires the equipment in perfect working order. A repair kit for tyres is provided for each bike rental to deal with any punctures. The Hirer is therefore responsible for returning the Bicycle to the rental point of departure or return as previously agreed.

However, the Hirer can benefit from the assistance of the Renter in case of breakage of the bike, incident or accident, to repatriate the bike to the premises of Deja Vu depending on availability and the assistance required by the Hirer. Repatriation assistance is free of



charge in the event of problems inherent to the bike, linked to poor maintenance or a manufacturing defect. Apart from these cases, problems such as chain derailment, battery depletion, puncture, breakage due to misuse are not covered. In these cases, the hirer will bear the cost at the price of non-technical labour + a cost per kilometre of € 1,-; distance is measured from the Head office of Deja Vu

This assistance is possible during the opening hours of the rental company, or outside the opening hours but with an additional cost fixed at 50Euros TTC and depending on the availability of the rental company. It is geographically limited to roads accessible to motor vehicles and within a maximum radius of 60 km from the point of delivery or collection at the beginning of the rental. Failing this, the hirer will make his best efforts to reach an accessible road.

If the hirer notices a technical failure of the equipment during the rental period, or in the event of an accident, the hirer must contact the Renter as soon as possible. The hirer shall refrain from intervening on the equipment in the event of a breakdown without the agreement of the Renter. The hirer must return the damaged equipment to Deja Vu. The latter will proceed with the repair. Except for hidden defects or normal wear and tear, the equipment will be invoiced to the hirer in accordance with the tariff in force. In the event of technical failure of the equipment during the rental period, the hirer may not under any circumstances claim damages from the Renter.

Restitution

The equipment must be returned on the contractual deadline, it being specified that: for daily rentals the equipment must be returned between 17:00-19:00. Any late return (without prior agreement) will give rise to the application of a fixed penalty of twice the rate of one day's rental per day of delay.

At the end of the rental contract, which may be extended by mutual agreement, the hirer is required to return the equipment in good condition. Failing this, the hirer will be invoiced for the repair and supply services.

The equipment shall be returned, unless otherwise agreed by the parties, to the lessor's depot during the latter's opening hours.

Equipment not returned, or destroyed, will be invoiced at its new, valid catalogue value, mentioned in the Annex to the rental contract.

The lessor also reserves the right to charge a cleaning fee of €20 per bike.

Miscellaneous provisions

Non-performance



In the event of non-performance by the Hirer of any of his contractual obligations, the Renter may automatically terminate the hire in advance, without prejudice to any other rights. The contract is subject to French law.

Eviction of the Renter

The equipment must not be transferred or given as security. The hirer undertakes, in general, not to grant any right, real or otherwise, in respect of the equipment to any person likely to affect its use or to limit its availability or the full ownership of the Renter.

Permission to publish photographs

During the course of the rental, photographs of the Hirer may be taken. The Hirer is informed and accepts that photographs in which he/she appears may be published by FatVélo Rental on its website and on social networks such as Facebook, Instagram, Twitter, for promotional purposes. The Hirer who does not wish to have any photographs in which he/she appears published, must inform Deja Vu before the start of the service or afterwards by sending an e-mail to the following address fatvelo@campingdejavu.nl

Data processing and use

In accordance with Articles 39 and following of Law No. 78-17 of 6 January 1978, amended in 2004, relating to information technology, files and freedoms, we remind you that you have the right to access, modify, rectify and delete data concerning you. If you do not receive satisfactory answers or answers to your questions about your data, you can contact the Commission Nationale de l'Informatique et des Libertés (CNIL) to request compliance and advice on personal data.

We will never share your data with third parties without your express consent. The data is used for the efficient management of your order and to guarantee you the best possible service.

Opening times and venue

Bicycles can be picked up and dropped off during the campsite's opening hours

The address of the campsite: Camping Deja Vu, 227 route de Latuque, 46700 Montcabrier,
Tel: 0033-766737526