



13CC BIKE BOX TERMS AND CONDITIONS

Section 1 Hire instructions

1.1) What to bring -

Upon collection of your bike box or before delivery of the bike box please provide 13CC with:

- **1 form of Photo ID**
- **1 Proof of address (current bank statement or utility bill, dated within the last 3 month's)**
- **A £100 card refundable deposit or £200 cash refundable deposit**

We require the ID & proof of address for us to photocopy, the refundable deposit is taken in by cash or by credit/debit card.

1.2) Refundable deposit –

Cash deposit, if you wish to hire your box by leaving us with a cash deposit, we will require a £200.00 deposit to be made before delivery is made or at the time of collection.

Card deposit, if you wish to hire your box by leaving us with a card deposit, we will require a £100.00 to be made before delivery is made or at the time of collection.

We will always take a refundable deposit. This deposit is held for the duration of your trip. Once the bike box is returned in the same condition as it was hired to you, the refundable deposit will be returned to the customer.

Card payments usually take 3 to 4 days before the funds appear in your account, we can only refund the deposit value to the card the box was originally hired on.

1.3) Collection and return of the bike box-

You may collect and return the bike box within our opening hours from our Shop in Folkestone, Kent CT20 1EX.

If you feel that you will not be able to collect or return the bike box within these times please call us on 01303 240277 before making your booking and we may be able to help you.

If you fail to advise us of a late return, we will automatically charge you £20.00 or part thereof for each 24 hours that your box is late.

Our opening times are

Monday to Friday

09.00 – 17.30

Weekends

Open on request.

1.4) Delivery –

We offer a delivery and pick up service to a selection of areas within 15-mile radius of the shop. If you are outside of this area please call us to arrange a quote for delivery and collection.

Delivery & Collection by courier can be arranged to your home address, this is usually around £35 per trip. Please contact us for a quote if you wish to have the box delivered and collected from your home address.

You are more than welcome to collect the bike box from our Folkestone store and then return it when your rental period has finished.

1.5) Delivery address –

Please ensure that you have supplied the correct address for delivery. If the address supplied is incorrect 13CC takes no responsibility for the bike box being undelivered.

1.6) Bikes that do not usually fit in the bike box –

All road bikes will fit into our bike boxes for people up to 6ft 3". If you are taller than this then please contact us before booking a bike box to check if your bike will fit into one of our boxes.

13CC will not be held responsible if your bike does not fit into the bike box, If you are unable to fit your bike into the bike box please contact us within 24 hours of their rental commencing.

Section 2 Period of Hire

2.1) When hire commences –

The period of hire commences when the equipment passes from 13CC to the person hiring the bike box. This is the point at which it leaves our business premises, regardless of the delivery/collection method.

The period of hire shall continue until possession of the equipment passes back to 13CC. This is the point that it is returned to the business premises regardless of the delivery/collection method.

From the point from which the bike box leaves the 13CC Premises, until its return to the 13CC Premises, the box is the responsibility of the person named on this hire document.

2.2) Lost or stolen –

If the bike box is lost or stolen whilst in the possession of person named on this hire document, they will be liable to pay a fee of £728 to cover the cost of the lost box. No deposit will be returned until this replacement fee is paid in full.

If the bike box is damaged whilst in possession of the person named on this hire document they shall pay all costs incurred for the repairs to damaged equipment. No deposit will be returned until the repair cost has been paid in full.

The Bike box shall always remain the property of 13CC.

2.3)Your bicycle –

13CC accepts no responsibility for loss or damage incurred to your bicycle before, during, or whilst it is packed in the bike box. We recommend that you take out suitable insurance cover for your bicycle and the bike box prior to you travelling.

2.4) Return of the bike box –

If the person named in this hire document is unable to return the box on the day they stated they will be charged £20 or part thereof for each 24 hours over their agreed returned hire period. This will be deducted from the security deposit.

If you cannot return the box on the agreed date, for any reason, please call 01303 297090. 13CC understand that travel arrangements can be out of the hirers hands, when contact has been made and a new return date agreed, then the standard daily charge of £10.00 per day will be levied for each day or part thereof.

Section 3 Bike packing service

3.1)About the service –

We offer a bike packing service for our customers. This service is additional and will cost £10.

We will pack your bicycle into the bike box that you have hired from us. We will only pack the bicycle at our shop in Folkestone when the customer comes to collect the bike box.

3.2) Bike we do not pack –

Due to the varying geometry of Down hill mountain bikes and 29 inch wheel base mountain bikes we unfortunately do not offer a packing service for these.

We would recommend that you bring your bike to our Folkestone shop so that we can advise if your bike will fit our boxes prior to the agreed hire date. This is subject to bikes boxes being available.

Section 4 Discount codes

4.1) Discount codes- We offer a special rate for local triathlon and cycling clubs members. Please call or email is for more information

13CC - HIRE RATES

Standard Daily Hire -	£10.00 (per 24 hours or part thereof).
Weekly Hire -	£60.00 (for 7 full days).
None notified late hire fee -	£20.00 (per 24 hours or part thereof).
Notified late hire fee -	£10.00 (per 24 hours or part thereof).
Collection & Return in person -	Free
Courier Collection & Delivery -	approximately £35 each way, please contact us for a quotation.
Collection or Delivery (15 mile radius) -	Free
Lost or Stolen Box Replacement -	£628 (per box)
Damaged boxes -	To be advised when the repair quote is received

Customer Details:

Hirers Name: _____

Hirers Address: _____

Hirers Phone
Number: _____

Hire Date
(Start): _____

Hire Date
(Return): _____

No. of Days: _____

Cost of Hire: _____

I have read and understood and agree to all of the above terms and conditions:

Signed:

Print:

Office Use only:

Staff Name: _____

ID photocopied and attached to this hire document:

Proof of address photocopied and attached to this hire document:

Type and value of deposit taken:

Cash £200.00

Card £100.00