

Call a Bike Price List

1. Registering and using a customer account

Registration with Call a Bike is free of charge. The cost of use is based on the current local rates and the product-specific price list (e.g. service charges/special fees).

2. Tariffs with reduced rates and special arrangements

- 2.1. Customers are eligible for reduced rates if they provide proof of a relevant entitlement. Proof of entitlement to reduced rates must be submitted to the Provider when registering.
- 2.2. In order to use rates based on a special arrangement, the Customer must use the e-mail address assigned to them personally when supplying their customer details.
- 2.3. If the customer is no longer entitled to use the special arrangement, either due to action by the user (e.g. change of email address) or because the contractual arrangement with the Provider's partner, under which the special conditions were agreed, no longer applies, the Provider is entitled to move the Customer to the basic tariff.

3. Light tariff

- 3.1. There is no annual fee for the Light tariff. Cost of usage and any special fees according to Section 9 of this price list will be charged.
- 3.2. The Light tariff costs EUR 0.10 per minute, up to a maximum charge of EUR 9.00 per 24 hours (daily rate). Unlike the Basic and Comfort tariff, this tariff does not use 30-minute intervals.
- 3.3. In the Light tariff, one bicycle per user account can be used at any one time.
- 3.4. It is possible to switch to the Basic tariff or Comfort tariff at any time.

4. Basic tariff

- 4.1. The Basic tariff costs EUR 3.00 for a one-year pass.
- 4.2. Under the Basic tariff, Call a Bike costs EUR 1.00 per 30 minutes of rental time, up to a maximum charge of EUR 9.00 for a 24-hour period (daily rate). After 24 hours, the rate goes back to EUR 1.00 per 30 minutes.
- 4.3. Basic tariff users can rent two bicycles simultaneously using the same customer number.
- 4.4. It is possible to switch to the Light tariff at the end of the contract term. Users can switch to the Comfort tariff at any time.

5. Comfort tariff

- 5.1. The comfort tariff costs EUR 48.00 for a one-year pass. From 15 July 2020, new customers will be billed a monthly amount of EUR 4.00.
- 5.2. The reduced Comfort tariff costs EUR 39.00 for a one-year pass. From 15 July 2020, new customers will be billed a monthly amount of EUR 3.25.
- 5.3. The first 30 minutes of a trip are free of charge (not applicable to electrically assisted pedal cycles or electrically assisted cargo bikes). Once this first half-hour is up, users pay EUR 1.00 for every subsequent 30-minute period.
- 5.4. The daily rate (24 hours) is EUR 9.00 on the Comfort tariff.
- 5.5. In towns/cities that offer free minutes for all customers, this free period is the same for Comfort tariff customers.
- 5.6. It is possible to switch to the Light tariff or Basic tariff at the end of the contract term.

6. Rental price when bicycle not in use

Interrupting a journey does not extend the rental period.

7. Special fees based on location

- 7.1. Flexi fee: In towns/cities with a core zone and designated virtual Call a Bike stations, users can return their bicycles free of charge at these stations. Returning a bicycle elsewhere incurs a surcharge of EUR 1.00.
- 7.2. Surcharge for use of prohibited parking places (variable service charge of up to EUR 50.00): Returning the bicycle to a prohibited parking place (see Part 2, Section 9 of the GTCs on parking the bicycle) may result in a variable service charge.
- 7.3. Obstruction (EUR 10.00): Applies when bicycles are left in a location where they cause a direct obstruction and have to be removed by our service team.
- 7.4. Inaccessible location (EUR 20.00): Applies when users leave bicycles in a location which is not barrier-free and publicly accessible (e.g. a gated internal yard, stairwell, cellar, etc.).
- 7.5. Where fines are imposed by authorities for administrative offences, the Provider reserves the right to pass these on to the user in full.

8. System-based Call a Bike service charges

- 8.1. External location (EUR 10.00): Applies where users leave bicycles outside the zone in which the system operates but within the boundaries of the town/city. This does not apply where users merely stop off (break their journey) in such areas.
- 8.2. Outside town/city boundary (EUR 25.00): Applies where users return bicycles by leaving them at a location outside the boundaries of the town/city where they rented them.
- 8.3. Leaving the bicycle without properly locking it (variable service fee of up to EUR 50.00): A service fee of up to EUR 50.00 will be charged where bicycles are left unlocked. If this results in loss or damage to the bicycle, the Customer may be made liable for the bicycle's replacement value. The limitation of liability under Part 1, Section 8 (1) of the GTCs does not apply in this case.
- 8.4. If a bicycle remains unused for more than 24 hours, Deutsche Bahn Connect GmbH is entitled to terminate usage unilaterally. The company will then charge the user the full cost of usage up to this point in time.
- 8.5. Actual costs (variable service charge): In certain circumstances, Call a Bike reserves the right to charge a service fee commensurate to the workload required by the given situation.

9. Maximum liability

- 9.1. In accordance with Part 1, Section 8 (1) of the GTCs, liability for damages due to theft or damage during the rental period (excluding wilful intent and gross negligence) is subject to a maximum limit of EUR 250.00.
- 9.2. In accordance with Part 1, Section 3 (3) of the GTCs, liability for improper use of a customer number (provided this is reported without undue delay) is subject to a maximum limit of EUR 250.

10. Surcharges

Fees for payment transactions: A flat-rate fee of EUR 5.00 is charged for return debits. The right to charge higher fees in a given instance depending on the actual expenditure incurred is not affected by this (Part 1, Section 5 (1) of the GTCs).



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