

Dance

Deductibles & Fees - E-Bikes

No-shows

Bike unavailable for repair, maintenance, or pick-up: 50 €

No-show at delivery: 30 €

Bike theft and loss

Bike stolen/lost when not properly locked, or lock found intact
(Theft of the battery not included): up to 1.800 €

Bike stolen when properly locked: 300 €

Bike, battery and accessories, if not returned after the cancellation
of the subscription: 2.000 €

Battery theft and loss

Battery stolen/lost (with or without bike): 200 €

Accessory theft and loss (see supplementary regulation for Extra protection)

Phone holder: 30 €

Basket: 30 €

Lock: 50 €

Battery key: 10 €

Battery charger: 50 €

Child seat: 150 €

Allen Key (to adjust your saddle): 5 €

Collection of the vehicle in special cases (depending on expenses)

Customer drop-off at non Dance Station:	50 €
Bike pick-up, repair, or drop-off outside of service area:	from 80 €
Bike pick-up due to late payment:	up to 200 €

Unauthorized commercial use

Bike used or sublet for commercial purposes without prior authorization:	up to 2.000 €
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Fees for damage to the vehicle

Accident report not sent to Dance within seven days after the incident:	Member covers costs occurred
Severe damage to the vehicle (case-by-case decision, incl. vandalism):	up to 1.800 €
Damage to carrier:	80 €
Cleaning in case of extraordinary soiling:	50 €
Removal of stickers (effort-based):	from 30 €

Other Fees

Forgotten lock code:	50 €
SEPA Chargeback or Credit Card Dispute:	20 €

Standard protection

Stolen bike:	300 €
Mounted accessories when bike is stolen (basket, phone holder, lock, and child seat) :	0 €

Extra protection

Stolen bike:	0 €
Mounted accessories when bike is stolen (basket, phone holder, lock, and child seat) :	0 €

Note: The Standard protection & Extra protection do not cover theft of individual accessories such as battery, charger, bike lock, phone holder, battery lock key, or Allen key for saddle fixation. Extra Protection provides coverage for repair costs incurred as a result of vandalism. Theft and loss of the battery are excluded from Standard & Extra protection.