

Bike Rental Terms & Conditions

This bike rental service is operated and managed by the Nikko City Tourism Association.

These Terms & Conditions outline the rules and responsibilities for customers using the rental bicycles. By renting a bicycle, customers agree to the following terms and are expected to follow all traffic laws and cycling manners in Japan.

We hope you enjoy your cycling experience in Nikko.

1. Rental Procedure

To rent a bicycle, customers are required to complete the rental application form and present a valid ID (such as a driver's license, passport, health insurance card, or student ID).

In some cases, a copy of the identification document may be taken.

Personal information will be used only for purposes related to the bike rental service.

2. Rental Period

The standard rental period is from **9:00 a.m. to 4:00 p.m.** on the day of rental.

Please return the bicycle by the designated return time.

3. Accidents

If an accident occurs during the rental period, please contact us immediately and provide details including:

- Time of the accident
- Location

- Cause of the accident
- Current situation

If necessary, customers are required to contact the police or take other actions as required by law.

Emergency Contacts

Imaichi Police Station

TEL: 0288-23-0110

Nikko City Tourism Association

TEL: 0288-22-1525

Customers are responsible for handling settlements or negotiations related to accidents.

The Nikko City Tourism Association is not responsible for accidents occurring during bicycle use, except where required by law.

If the rental bicycle is damaged due to customer negligence, repair or replacement costs may be charged.

4. Bicycle Damage or Mechanical Problems

If the bicycle experiences a mechanical problem during use (such as a flat tire), please contact us immediately.

If a replacement bicycle is available, it may be exchanged at the rental location.

The Nikko City Tourism Association will cover the cost of general repairs and flat tires occurring during normal use. However, repair costs resulting from customer misuse, negligence, or intentional damage may be charged at actual cost.

The Nikko City Tourism Association is not responsible for any loss or damage suffered by customers or third parties as a result of bicycle malfunction, except in cases where the bicycle itself is found to be defective.

5. Loss or Damage of Bicycle Key

If the bicycle key is lost or damaged, a replacement fee of **JPY 5,000** will be charged.

6. Bicycle Theft

If the bicycle is stolen during the rental period, please contact us immediately.

If the bicycle was left unlocked or the theft occurred due to customer negligence, compensation costs may be charged.

7. Insurance Coverage

Rental bicycles are covered by Green TS Mark Incidental Insurance. Coverage details are as follows:

Liability Compensation

- Death or Severe Permanent Disability*¹: Up to JPY 100,000,000
(Covers all bodily injury accidents and includes settlement negotiation services.)

Injury Compensation

- Death or Severe Permanent Disability*²: JPY 500,000 (fixed amount)
- Hospitalization due to injury for 15 days or more: JPY 50,000 (fixed amount)

*¹ Applies when the rider causes the death or bodily injury of a third party.

*² Severe permanent disability refers to disability Grades 1 to 4 under Japan's Compulsory Automobile Liability Insurance Act, which defines disability Grades 1 to 14.

Please note that insurance coverage is subject to the terms and conditions of the Green TS Mark Incidental Insurance policy.

8. Reservation Cancellation

If you wish to cancel your reservation, please contact us by the day before your scheduled rental date using the contact information below.

Telephone: Nikko City Tourism Association

TEL: +81-288-22-1525

Office Hours: 9:00 a.m. – 5:00 p.m.

Closed: Irregular holidays

Please note that if you fail to arrive within 30 minutes of your reserved time without prior notice, your reservation will be automatically canceled.

9. Other Information

For safety reasons, bicycles cannot be rented to persons who are under 135 cm in height or weigh more than 100 kg.

In addition, the rental may be refused if our staff determine that there are safety concerns regarding the customer's use of the bicycle.