



## HOW TO USE THE APP

**1. How do I install the app?**

The app is available in the App Store and Google Play.

**2. Which operating system is needed?**

To download the App, it is necessary to have a smartphone with operating system IOS ® 9 (or later versions) or Android 4.4 (or later versions).

**3. How can I obtain my credentials?**

You will receive your credentials via email directly at the Hotel after the registration process.

**4. How do I login?**

In the Login page fill in the User ID and password (“Credentials”) received by email.

**5. How do I change/reset password?**

This is not allowed in the pilot phase. Please contact the customer service for support.

**6. How do I book a bike?**

On the NEW RENTAL screen, tap the bike icon (only if a bike is available), corresponding to the chosen day for the reservation and the desired RENTAL TIME (FULL DAY from 8:00 am to 9:00 pm, HALF DAY AM from 8:00 am to 2:00 pm, HALF DAY PM from 3:00 pm to 9:00 pm). The service is available 12 months a year, 7 days per week.

**7. How many days in advance can I book the bike?**

You can book the bike up to 90 days in advance of your chosen date.

**8. Can more than one bike be managed by the same account?**

No, for the moment each account can manage only one e-bike.

**9. How do I check my booking?**

Tap MY BOOKING to see all your bookings.

**10. How do I cancel my booking?**

From the menu screen go to MY BOOKING screen, tap CHANGE and remove the bike. Press CONFIRM when the popup appears.

You can cancel your booking with no charge at least 48hoursbefore the chosen date. In case you have to cancel it less than 2 days from the chosen date, you will be charged the entire booking rate.

**11. How can I start MY RENTAL?**

Make sure that the bike is switched on then from MY BOOKING tap START RENTAL NOW and you will get the RIDING screen.

**12. How do I see the route to the bike?**

From the PAUSE screen touch ROUTE to the bike and it will open the route with your default GPS application.

**13. How do I see the route to the Hotel?**

From the RIDING screen touch ROUTE TO THE HOTEL and it will open the route with your default GPS application.

**14. Can I ride the bike on the bicycle track?**

Yes you can.

**15. How do I lock the bike?**

From the RIDING screen, tap PAUSE and you obtain the GET OFF screen. You must be off your bike before locking it. Press PAUSE and check if the bike is blocked. An external manual lock is provided. Please, use it to lock the bike at a fixed support.

**16. How do I use the external lock?**

The lock will be provided before the check-in with the dedicated key. When you lock the bike around the city is strongly recommended to use it. After entering in PAUSE mode open the lock and then fix it to a firm support.

**17. How do I unlock the bike?**

Open the external lock and then from the PAUSED screen, choose TAP TO RESUME and you get the RIDING screen. Verify that the bike is unlocked for use.

**18. How do I check out?**

If Check-Out takes place at the Hotel, from the PAUSED screen press long HOLD TO FINISH until it is all red to end the rental. If you are in the Hotel, you get the RENTAL COMPLETED screen.

**19. Can I check out at other locations outside the Hotel?**

Yes, you can Check-Out outside the Hotel and within the OPERATING AREA at an extra costs asking for the RECOVERY SERVICE through App and calling the Customer Service. In case of causes of force majeure (e.g. injuries, accident, etc.) you will need to contact the Customer Service and your bike will be picked-up at no additional costs. In case of any other subjective reason you can ask for the RECOVERY SERVICE at an extra cost by contacting the Customer Service.

**20. What it is the RECOVERY SERVICE?**

It is a service provided at an extra cost that allows you to leave the bike within the OPERATING AREA without having to take it back to the Hotel.

**21. What it is the OPERATING AREA?**

It is an area indicated on the App within which you can ask for the RECOVERY SERVICE at an extra cost.

**22. Is there a time limit to request the RECOVERY SERVICE?**

Yes, the recovery service is not available for request after 6:00 pm.

**23. What credit cards are accepted?**

Visa, MasterCard and American Express.

**24. Can I pay cash?**

No, sorry.

**25. What happens if my credit card doesn't work properly?**

You must be in possession of one valid and functioning credit card to use the service.

**26. Do I have to communicate new details if I change my credit card?**

Yes, you will have to do a new registration to insert your new credit card details.

**27. What shall I do in case my credit card expires?**

You will receive an email to remind you that your credit card is about to expire and you need to update its details within the registration form.

**28. Can more than one account be activated with the same credit card?**

Yes, more than one account can be activated with the same credit card without any problems.

**29. How much the service costs?**

The FULL DAY rate (12 hours) is 60€, the HALF DAY rate (6 hour) is 35€.

In case of delay exceeding the period included in the HALF or FULL DAY, 25€ will be charged for each additional hour or fraction of it. The RECOVERY SERVICE rate is 25€.

**30. What is the pre-authorized amount?**

The amount pre-authorized by clicking on "START RENTAL NOW" is € 300,00; it covers any extra-service and damage to the e-Bike.

**31. Can I extend my booking time (e.g. from only morning to all the day)?**

Yes but only if the bike in use has not been booked for the next time slot and therefore it will be valid only for the morning booking. For the extra-booking, you will be charged an additional cost equal to 25€ for each hour or fraction of an hour. Please call the Customer service to check the availability.

**32. Can I close my account?**

Yes, the user can close its account at any time, upon payment of all the fees due, by contacting the Customer Service.

## HOW TO USE THE BIKE

**33. How do I switch on the bike?**

The bike should be already switched on, in case of not, please push the power button located on the bottom of the top tube below the touchscreen. Tap the bottom once to switch the bike on. When the ignition is switched on, the pedals must be completely free of charge.

**34. Should I turn off the bike?**

There is no need to turn off the power button. Your Stromer switches automatically to sleep mode after a period of inactivity of 5 minutes. The sensor technology remains active in sleep mode. The system wakes up on its own as soon as you move your Stromer. Alternatively, you can wake up the bike using the power button.

**35. How can I make a pause during my trip?**

From the RIDING screen of the App, tap PAUSE and you obtain the GET OFF screen. The PAUSE mode will also always activate automatically after 5 minutes of inactivity with the bike (sleep mode of the bike).

**36. How mileage autonomy on the screen is calculated?**

Residual Kms are automatically calculated based on intensity of usage and user's weight. Any change in these parameters results in a change of mileage autonomy.

**37. How far from the Hotel the user can go?**

The user can use the e-bike within the City and reach the neighboring villages up to 100km far from the Hotel.

**38. What happens if the bike has low battery?**

The bike will lose the pedal assisting but you can keep using it like a normal bike.

**39. How do I choose the bike size?**

The Stromer Sport version of the bike (high top tube) is suitable for users over 170 cm in height.

The Stromer Comfort version (low top tube) is suitable for users with a height of less than 170 cm.

**40. What is the maximum weight (people and things) loadable?**

Each e-bike could carry on a maximum of 140 Kgs.

**41. Where do I turn the lights on/off?**

To switch the headlight on and off, press the LIGHT CONTROL button on the controller on the handlebar.

**42. Can I change the language?**

No, sorry. The only language supported is English.

**43. Does the bike have an additional lock?**

Yes, it should be fixed by hands.

**44. How do I use the additional lock?**

The additional lock will be fixed on the bike frame. You will need to remove, open and fix it to a firm support. The lock has to be open and closed mechanically.

**45. I've lost my phone or the phone is not working. How can I lock/unlock the bike?**

Please contact the Customer Service and provide the operator with your bike identification number (VIN Number). You will be supported in the unlock process.

**46. How can I adjust the saddle?**

You can use the QUICK RELEASE feature.

**47. Do I have to wear a helmet?**

The helmet is not mandatory but it is highly recommended and it will be provided at the hotel desk on your request.

## OTHER INFORMATION

**48. What should I do if my bike is stolen?**

In the event of theft of the bike you are required to immediately notify Customer Service and report a complaint to authority.

**49. What should I do if I have an accident?**

In the event of an accident you are required to immediately notify Customer Service.

**50. What should I do if I have a flat tyre?**

In the event of a flat tyre you are required to immediately notify Customer Service.

**51. Is an insurance cover in place?**

There is an insurance that cover bicycle damages or theft, any damage to person or object due to an issue with the bicycle operation. For more information, please contact our Customer Service.

**52. What's the age limit to use the e-bike?**

The bike can be used by people over 18 (eighteen) years old.

**53. What's the age limit to register an account?**

The User, in order to register an account, must be at least 18 (eighteen) years old.

**54. Can a friend or member of family of a guest who is staying in hotel book the bike if they are not staying there?**

No, the service is available to the hotel guests, only.

**55. How are managed my personal data?**

The data collected are stored, processed and used in accordance with Privacy Policy. It is possible to find the full details of the complete Privacy Policy on the dedicated website section.

**56. Can I update the Personal Data provided?**

Yes, by entering the "EDIT PROFILE" section of the App.

**57. Are tax documents issued after each transaction?**

Yes, the tax document related to each payment for the Service rendered will be transmitted to the User electronically by e-mail.

**58. Are terms & conditions available to be read?**

Yes, the full Terms & Conditions articles are available and can be consulted through the related website section.