

Welcome to the use of Oslo Bysykkel.

We hope you will benefit from your use of Oslo Bysykkel. It is important that you read and understand the terms of use.

If you have any questions, please call our **service phone: 815 00 250** Monday through Friday between 8am and 6pm - or contact us by e-mail: bisykkel@clearchannel.no

• How do I borrow a city bike?

Your user card is the key to the bike stands and you need to find a city bike stand to get a bike. Follow the instructions on the user panel - at the end of the stand (on the column) and place your card in front of the card reader. Follow the instructions on the screen. A bike will be assigned to you, - go ahead and lift the assigned bike out of the bike stand.

Should you, for any reason, NOT lift the bike out of the stand, it will automatically lock itself back onto the stand after 30 seconds, and you will have to start the operation over again - if you wish to obtain a bike.

• How do I return a city bike after use?

You return the bike to any operation city bike stand. Place your bike onto an available bike slot in the bike stand. Stay with your city for a few seconds to make sure it is registered as returned. When registered you will see the light by the lock change from green to a permanent red. Check that the bike is locked onto the stand. You are responsible for the city bike until correctly returned to an operational city bike stand.

• For how long can I use a city bike?

The city bikes are meant to be accessible to all, and the loan period is limited. You must return the city bike to one of the city bike stands within a three hour loan period. You can, however, immediately obtain a new bike after your first loan period. Should you not return the bike within the three hour loan period, you get a "fault point" added to your user card. If you get three "fault points" your user card will be cancelled. If this should occur, please contact our service phone: 815 00 250 (during office hours).

• When are the city bike stands open?

The city bike stands are open between 6am and 12 midnight, closed for use during the night - but you can return a city bike at any hour. The bike stands might be closed during the winter season or while undergoing maintenance.

• What happens if I obtain a city bike that is damaged?

If the damage indicates the bike should not be used, please place it back onto the bike stand immediately. Find yourself a new bike by using your card again (the bike stand will make sure you get a different bike).

• What happens if I damage a city bike?

We understand that a bike can be damaged by accident. Should this occur, we would like to hear from you. You are not responsible for the city bikes if an accident occurs or for regular wear and tear. But we do hope you are treating the bike in a considerate manner to prevent damages. By doing this you also help the next user to enjoy the bike.

• How long is my subscription period?

Your subscription is valid all through *the calendar year of purchase*, regardless of what month your purchase took place.

Please keep your subscription card.

The same card will be used for your next subscription period, and your subscription will run until you cancel it.

You renew your subscription when paying your subscription fee for the upcoming period/season.

REGULATIONS - OSLO BYSYKKEL

The municipalities of Oslo and Clear Channel Norway are working together on the Oslo Bysykkel arrangement. Prior to become a user of the city bikes, you have to sign a subscription agreement with Clear Channel Norway.

To obtain a subscription, you have to agree to the following terms:

- 1 It is your responsibility to use the city bike in a careful manner and to follow traffic regulations. It is your own responsibility if you cause injury to yourself or others while using the city bike.
- 2 You are personally responsible for the user card and for the city bike. Please do not lend your card to others, you will be responsible for the use of the card. If your card is lost or stolen, please contact our service phone: (815 00 250), or notify us by mail: bysykkel@clearchannel.no. If you fail to notify us in a timely manner, you will be held responsible for any misuse of the card.
- 3 The bikes are in good condition when placed into the stands by our maintenance crew, and are regularly looked after. However, the bike could have been damaged by someone using it before you, - If you notice any damage on the city bike you are about to use, please notify the service phone. You are personally responsible for making sure that the bike you are about to use is in good condition. Notifying the service team will help to avoid misunderstandings, and you are helping us maintaining the bikes in good condition.
- 4 The loan period of a city bike shall not exceed three hours. If you fail to return a city bike and this continues to happen, Clear Channel reserves the right to cancel your subscription on a permanent basis.
- 5 The city bike shall not be used outside the central area of the city, in the woods or in unmanageable terrain. You are not allowed to bring the city bike outside the city limits of Oslo.
- 6 If you park the bike outside a designated city bike stand, the responsibility will be yours alone. If the bike gets stolen, you will be held responsible and you must immediately notify Clear Channel. You are also obligated to cooperate with Clear Channel in the filing of a police report if necessary.
- 7 You must return the bike to one of the designated city bike stands for Oslo Bysykkel. Upon returning the bike, you must make sure it is returned and locked in the correct manner, the light by the lock on the stand shall turn from green to a permanent red, and you must make sure the bike is locked. If you fail to return a bike in the correct manner, you may be held responsible for the bike.
- 8 If you fail to follow the terms of for the Oslo Bysykkel arrangement, causing the bike to be damaged or stolen, Clear Channel will claim compensation for the bike. The value of the bike is NOK 3.250 including taxes. The amount shall be paid to Clear Channel AS.

Please help us in maintaining a good city bike service. - Have a nice ride!

OUR SERVICE PHONE: 815 00 250

Remember to follow the instructions on the screen on the column of the bike stand.

Loan period is limited to three hours.

When returning the bike, make sure the light turns red when locking it onto the stand.

You can only obtain one bike at a time.

For updated information on the city bikes see: www.oslobysykkel.no

If you change your e-mail address, street address or phone, please notify us by sending an e-mail, letter or telefax.

Clear Channel Norway AS
 Postboks 3813, Ullevål Stadion
 Sognsveien 75 B
 N - 0805 OSLO
 Service phone: 815 00 250
 Telephone: 22 02 34 43
 Telefax: 22 02 34 02
 E-mail: bysykkel@clearchannel.no
www.oslobysykkel.no
 Org. No.: 976 227 891 MVA

• How many bikes can I borrow?

Just one bike at a time. If you need more bikes, we recommend you get more subscriptions. For instance, one for each member of your family. The bike should be used by one user only.

• Can people under 18 use the city bikes?

To subscribe, you need to be of age 18 or older. If you choose to let someone else use your subscription, you will be held responsible for the use of your subscription.

• Can I use the bike anywhere I want?

The city bike should only be used within the central areas of the city, do not use the bike outside the streets or in unmanageable terrain. You are not allowed to take the bike outside the city limits.

• Where do I find the city bike stands?

For an updated list of locations, see our map on www.oslobysykkel.no.

• What do I do if the city bike stand is full or empty?

Occasionally, a bike stand will fill up or empty out. In such cases, the bike stand automatically sends a message to our service personnel. Should you find a full or empty bike stand, please find another city bike stand near by. Do not leave the bike unlocked.

• Why is advertising displayed on the bikes and stands?

Oslo Bysykkel is financed by advertising. The municipalities of Oslo do not pay for Oslo Bysykkel. Oslo Bysykkel is owned and operated by Clear Channel AS.