

TERMS & CONDITIONS OF SALE, RENTAL AND PARTICIPATION

La Pause du Cycliste

Registered business in Rwanda – TIN 121559970

Represented by Joëlle Huguenin Vuillemin

Last updated: January 1, 2026

1. PURPOSE

These Terms & Conditions govern the booking of bicycle rentals, e-bike rentals, guided tours, cycling experiences and other activities offered by La Pause du Cycliste.

By making a reservation, the participant fully accepts these Terms & Conditions.

2. BOOKINGS AND PAYMENT

Reservations are confirmed only after payment has been received.

Payment may be made:

- Online by card
- By Mobile Money
- In cash according to the payment options offered by La Pause du Cycliste

For guided experiences, payment must be received at least twelve (12) hours before the activity start time in order to secure the reservation.

For bookings made less than twelve (12) hours before departure, payment must be completed immediately.

La Pause du Cycliste reserves the right to cancel any unpaid reservation.

3. CANCELLATION BY THE CUSTOMER

More than forty-eight (48) hours before the activity:

- Full refund.

Between twelve (12) and forty-eight (48) hours before the activity:

- Fifty percent (50%) refund of the amount paid.

Less than twelve (12) hours before the activity:

- No refund.

No refund will be granted in the event of a no-show.

Cancellation requests must be submitted in writing by email or WhatsApp.

4. WEATHER CONDITIONS AND CHANGES

The safety of participants is our priority.

La Pause du Cycliste reserves the right to modify, postpone or cancel an activity due to adverse weather conditions, heavy rain, thunderstorms, unsafe road conditions, safety concerns, force majeure or any event beyond its reasonable control.

Depending on the circumstances, a refund, alternative activity or rescheduled date may be offered.

5. PARTICIPANT RESPONSIBILITY

The participant declares that they are physically fit and capable of taking part in the booked activity.

The participant acknowledges that cycling, including e-bike riding, involves inherent risks, including falls, collisions, injuries, accidents, property damage, disability and death.

Helmet use is mandatory during all activities organized by La Pause du Cycliste.

Participants agree to follow all safety instructions provided by La Pause du Cycliste and its guides.

6. MANDATORY INSURANCE

Each participant must hold valid personal insurance covering at least:

- Accidents
- Medical expenses
- Hospitalization
- Private liability insurance
- Assistance services
- Repatriation

The participant certifies that they have valid insurance coverage for accidents, medical expenses, private liability and repatriation throughout the duration of their participation in the activity.

La Pause du Cycliste does not provide individual insurance coverage.

Any medical, rescue, evacuation, transportation, hospitalization or repatriation costs remain solely the responsibility of the participant and/or their insurance provider.

La Pause du Cycliste reserves the right to refuse participation to anyone who does not have adequate insurance coverage.

7. BICYCLES AND EQUIPMENT

The participant is responsible for all equipment provided during the rental or activity.

Equipment may include:

- Bicycle
- E-bike
- Battery
- Charger
- Helmet
- Lock
- Various accessories

Any damage resulting from negligence, improper use, dangerous behavior, loss or theft may be charged to the participant.

The participant is responsible for ensuring that their private liability insurance covers damage caused to rented bicycles, e-bikes and equipment.

In the event of loss, theft, destruction or significant damage to the equipment, repair or replacement costs may be charged to the participant or their insurance provider.

8. LIABILITY

Except in cases of proven gross negligence, La Pause du Cycliste shall not be held liable for accidents, injuries, illness, theft, loss of personal belongings, property damage, disability, death or any incident beyond its reasonable control.

9. IMAGE RIGHTS

Photos and videos may be taken during activities for communication, promotional and marketing purposes.

Participants may refuse the use of their image by notifying La Pause du Cycliste in writing before the start of the activity.

10. APPLICABLE LAW AND DISPUTES

These Terms & Conditions are governed by the laws of Rwanda.

La Pause du Cycliste will always seek an amicable resolution in the event of a dispute.

Failing agreement, the competent courts of Rwanda shall have exclusive jurisdiction.

By confirming a reservation, the participant acknowledges that they have read, understood and accepted these Terms & Conditions.

La Pause du Cycliste

Registered business in Rwanda – TIN 121559970

Represented by Joëlle Huguenin Vuillemin

