

# Touring – breakdown assistance for the Ayvens Bike

## Availability

Telephone availability 24/7 on the unique phone number 02/706.41.41.

A sticker with the contract number is attached to the bicycle/step. You need to provide this number if you call.

## Where is support provided?

In Belgium, Luxembourg, and the Netherlands (including the area within a 15 km radius across the other national boundaries, France & Germany).

## When is support provided?

The guarantee applies to any registered bicycle/step with unexpected technical problems, or which has been legally immobilised at a distance of at least 1 kilometre from the driver's home. The immobilisation is the result of an accident, technical defect, flat tyre, battery problem, vandalism, theft or attempted theft.

Bicycle/step assistance is only provided if the bicycle/step is located on a road accessible to a Touring assistance vehicle.

## What assistance is provided?

a. Dispatch of a Touring road assistance worker to the location. Repair of the bicycle/step. Working time is included.

b. If the Touring road assistance worker cannot repair the bicycle/step at the location, the driver is entitled to one free transport of the registered bicycle/step. The bicycle/step and the driver are given a lift home, to the work site or to the place of stay. The driver chooses the location.

During the ride, the driver can, in agreement with the road assistance worker, be given a lift to where the bicycle/step is transported.

Touring is not responsible for the luggage during transport.

c. If the bicycle/step is stolen, we organise and pay for the transport of the insured person to the place of departure or arrival with a maximum of € 80. This guarantee is only provided if the insured person is able to prove that all precautions were taken to minimise any risk of theft of the bicycle/step.



E.g. producing the key of the bicycle lock.

### **Definitive repair**

The definitive repair of the bicycle/step so that it can be used again, within legal and regulatory provisions, without risk of further damage.

### **Provisional repair**

All repairs whereby the bicycle/step is repaired such that the driver is able to cycle, immediately or not, to a repair shop.

### **Not included:**

- Price of spare parts or materials
- The repair costs requested by the final repairer and any maintenance costs
- Interventions due to incidents that do not immobilise the bike/step
- Assistance for bicycles/steps already at the repair shop
- Costs resulting from services not requested at Touring
- Any damage, breakdown or accident occurring during organised training or participation in races. Cyclists with a racing licence
- The contract does not cover theft or damage of objects or accessories from the bike/step due to a breakdown or accident
- Towing by order of the police
- All cases of abuse and/or fraud
- Breakdown due to modifications, installation of optional extras and non-original parts
- Assistance requested in places not accessible to Touring assistance vehicle
- Assistance at the home address or within a 1-kilometre radius around the home
- Medical assistance or costs to the rider or passenger
- Assistance outside the regions of Belgium, the Netherlands and Luxembourg and assistance more than 15 km outside the other Belgian borders (France, Germany).

