

General conditions of rental

General information

The renter / driver must present a valid driving license and ID card or passport with the current registration address as well as a credit card.

Renters / drivers from non-EU countries (except Switzerland) must provide proof of the current address, if necessary via "utility bills", e.g. Electricity calculation, etc.

In principle, the minimum age for each driver is 18 years (driving license at least 1 day). If you allow a driver not entered in the rental agreement to drive the vehicle, this constitutes a violation of the terms and conditions, so that you are liable for the resulting damages caused by you and / or an unauthorized driver.

House of Flames can terminate the rental agreement without notice if an important reason becomes known, which makes the continuation of the rental contract unacceptable. Significant reasons include, in particular, false information about the renter, creditworthiness and the serious violation of contractual obligations. In case of termination without notice, the rental motorcycle must be returned immediately, even before the expiry of the regular rental period.

Cancellation or change of date

Cancellations or date changes must be communicated in writing (fax, email or post).
Cancellation fees:

3 weeks before arrival 25% of the rental price
2 weeks before arrival 35% of rental price
1 week before arrival 50% of the rental price

The owner reserves the right to change the reserved motorcycle against another vehicle from the same price class, should the reserved motorbike be no longer available (accident, repair, etc.)

Obligations of House of Flames

House of Flames hands over the motorcycle ready and tested with all necessary preparations, including full fuel tanks. The tenant receives papers and keys to the vehicle upon collection.

Obligations of the renter

The renter is obliged to handle the motorcycle carefully and to observe all regulations and technical regulations which are relevant for the use as well as to ensure traffic safety. Oil levels, tire pressure etc. must be checked regularly by the tenant during the rental period. If a repair is necessary during the rental period to ensure the operation or the traffic safety of the motorcycle, the renter may order a contract workshop from the vehicle manufacturer up to a repair fee of 50.00 €. The original vouchers / invoices are to be presented to House of Flames. If the expected repair costs exceed € 50.00, House of Flames consent must be obtained before the contract is awarded. Towing services are only to be commissioned after consultation with the House of Flames.

The motorcycle may only be used in the contractually agreed manner. The participant is not allowed to participate in motor sport events.

Travel abroad requires the express consent of House of Flames.

The rider must carefully protect the motorcycle against theft.

Insurance protection

The motorcycle has a flat-rate liability insurance coverage against personal injury, property damage of max. 50 million euros, but not more than 8 million euros per person.

The Renter is liable with a deductible of 2000,00 € which must be reserved on the credit card upon pick-up. Furthermore, he agrees with the acceptance of these rental conditions, that House of Flames will post against said card for damages to the vehicle up to 2000.00 €.

With a payment of 50,00 € per day a reduction of the deductible to 500,00 € is possible.
Day rate = 50,00 € extra charge to the rental price
Weekend rate = € 100.00 additional payment to the rental price
Sparwoche = 250,00 € Supplement to the rental price
7 days = 350,00 € additional payment to the rental price

Damage and accidents

In the case of damage to the rental vehicle, the renter is liable for all repair costs incurred, in accordance with a professional insurance claims adjuster, costs of recovery, transport and adjuster fees, as well a daily basic charge is to be reimbursed as loss of rental during the repair period or in case of total loss until the replacement vehicle is in place.

If the tire wear is disproportionately high due to improper use (eg burn-outs), the renter is liable for damages.

Insofar as an ascertainment of the liability of the renter is necessary in order to ascertain the liability of the renter, the claims for damages against the hirer shall be deferred until the inspection of the records.

Renter is obliged to notify the police and House of Flames immediately after an accident, fire, theft or other damage. This also applies to self-inflicted accidents without the participation of third parties. The accident report shall include, in particular, the name and address of the persons involved and any witnesses, as well as the official registration number of the vehicles involved, and shall be made available to House of Flames immediately.

In the event of the theft of the vehicle, you are obliged to provide House of Flames with a copy of the criminal complaint immediately together with the Motorcycle keys and the vehicle documents, if not stolen.

If you find a defect or damage that is not documented in the rental agreement, you are obliged to ensure that this is noted on the rental agreement. This also applies to a defect or damage to the booked accessories. This change is to be signed by you and the House of Flames representative.

Return

The renter is obliged to return the motorcycle to House of Flames at his address at the agreed date. If the return deadline is exceeded by more than one hour, House of Flames is to be notified; in addition a further hour or day rent per day is to be paid as compensation.

Before returning, the motorcycle must be refueled. In the case of extreme filth, House of Flames may charge cleaning costs.

It is not possible to return outside the opening hours.

Prices, charges and payment

The rent to be paid includes the rental costs for the vehicle for the agreed rental period inclusive the free kilometers according to tariff, car taxes, liability insurance and lubricants however not the fuel.

The rental price is to be paid in full at collection. Fees, e.g. extra kilometers or extensions are due on return and payable immediately. Payments are accepted by all credit cards of international credit card companies and EC cards, as well as payment in cash. There will be no refund in case of non-pick-up, delayed vehicle pick-up or early return.

The renter must comply with the legal provisions, in particular the road traffic laws. He is liable for fines and tolls based on his use of the motorcycle plus a one-time processing fee of 20.00 € for handling. The fees, including the processing fee, are settled by the renter's credit card.

The vehicle's speedometer is the only source to calculate the kilometers traveled. In the case of failure or damage to the tachometer, House of Flames must be notified immediately. If the notification is not or not immediately or the renter is to be proven intentional damage, House of Flames is entitled to charge a flat rate of 600km per day. The applicable fees are payable upon return of the vehicle. Any posting on the vehicle with stickers, adhesive tape or similar is prohibited. Exceptions are vignettes / toll marks, which must be attached on windscreen or fork area. In the case of an infringement, we reserve the right to charge cleaning costs for the removal up to the complete replacement of the component.

Through my signature, I recognize the general rental conditions and expressly authorize House of Flames GmbH to collect all costs related to the rental via my credit card.