

ReeBike Rider Rental Agreement

FROM

REEBIKE MOBILITY SOLUTIONS LTD.
rentals@reebike.ca
c/o 204, 112 14 Ave SE
Calgary, AB, CAN T2G 1C7



TO

ReeBike Rider,

ReeBike Mobility Solutions Ltd. (RMSL) ("we," "us," or "our") operates an e-mobility vehicle rental platform and service fleet including a mobile application, website, and fleet management dashboard, as well as numerous e-bikes and e-scooters of various makes and models (collectively, the "Service"). This Rental Agreement sets out the terms and conditions for rental of our equipment. If you do not agree with everything in this agreement, then do not use the Service.

Terms and conditions for your rental and use of the services and equipment provided by ReeBike Mobility Solutions Ltd. (RMSL).

Effective Date: July 8, 2026

Please read this agreement carefully. It is a legally binding rental agreement, waiver of liability, release, assumption of risk, covenant not to sue, and arbitration agreement.

This Agreement governs your rental and use of any vehicle, charger, lock, battery, helmet, safety vest, POV Camera, or related equipment made available, offered, or sold through the RMSL platform or those its affiliates, agents, partners, suppliers, employees, or consultants. This Agreement is between you and **ReeBike Mobility Solutions Ltd. (RMSL)**. By unlocking, renting, riding, charging, parking, storing, or otherwise using any such vehicle or equipment, you ("Rider," "you," or "your") agree to all terms of this Rental Agreement, Waiver of Liability, Release, Assumption of Risk, Covenant Not to Sue, and Arbitration Agreement ("Agreement").

In this Agreement, "Services" include: (1) the mobile application, website, or booking flow used to access the rental, (2) the rented vehicle or vehicles, (3) any charging, locking, telematics, or support services connected with the rental, and (4) all related information, hardware, software, equipment, and operational services made available by RMSL, its affiliates, local fleet operators, contractors, or other service providers.

Important Notice: This Agreement includes a broad release of claims, a covenant not to sue, warranty disclaimers, an assumption of risk, an indemnity, and a binding arbitration and class action waiver for claims that are not otherwise waived or prohibited by law. Your insurance may not cover vehicle-related damages, theft, losses, or injuries.

Non-Eligibility for Refunds

Refunds are generally limited to documented malfunctions that directly prevent normal operation. Because riders can usually end a trip immediately upon reporting an issue and stop further billing, refunds may be denied where a rider continues to use the vehicle after claiming an issue. Refund requests may require supporting evidence, and you remain responsible for ending the trip promptly if you believe the vehicle is unsafe or malfunctioning.

1. General Rental and Use of Vehicle

1.1 Contracting Parties and Sole User

This Agreement is between Rider and RMSL. Certain vehicles and related services may be deployed, staged, maintained, charged, stored, retrieved, or otherwise supported by local fleet operators and other third parties acting in connection with the Services. Those persons and entities are not parties to this Agreement unless RMSL expressly states otherwise in the rental flow. Rider is the sole renter and sole authorized user of any vehicle activated under Rider's account and may not allow any other person to use the activated vehicle unless expressly permitted through the Services for an authorized group-ride or multi-rider product.

1.2 Rider is At Least 18 Years Old and Legally Competent

Rider represents and certifies that Rider is at least 18 years old, is legally competent to enter this Agreement, and will comply with all age, license, and eligibility requirements applicable in the jurisdiction where the rental occurs.

1.3 Rider is a Competent Vehicle Operator

Rider represents being familiar with operation of the rented vehicle and reasonably competent and physically fit to operate it safely. By choosing to rent or ride, Rider accepts full responsibility for determining whether weather, visibility, traffic, road surface, battery level, charging status, physical condition, or any other circumstances make use of the vehicle unsafe.

1.4 Vehicle and Related Equipment Remain the Property of RMSL or its Providers

Vehicles and related equipment remain the property of RMSL and/or its lessors, local fleet operators, fleet owners, hardware providers, licensors, or service providers. You must not

dismantle, modify, repair, disable, remove, obscure, or deface any vehicle, battery, charger, lock, telematics device, QR code, decal, serial number, or other related equipment.

1.5 Vehicle Operating Hours and Availability

Vehicles may not be available 24 hours a day, 7 days a week, or 365 days per year. Availability is never guaranteed. RMSL or its local fleet operators may impose business-hour, geofence, charging, return-location, or other operational restrictions that appear in the app, website, booking flow, or fleet instructions, and you agree to follow them.

1.6 Rider Must Follow Laws

You must comply with all laws, ordinances, rules, and regulations relating to traffic, pedestrians, parking, charging, micromobility, electric vehicles, helmets, insurance, licensing, and public or private property. You must also operate courteously and with reasonable care for other people and property.

1.7 Prohibited Acts

You agree that you will not:

- Operate while carrying items that materially impair balance, visibility, control, or safe operation
- Place heavy, unstable, or hazardous objects on handlebars or other vehicle components
- Use a cellular phone, text device, or other distracting device while riding if doing so is unsafe or unlawful
- Operate under the influence of alcohol, cannabis, medication, drugs, or any other impairing substance
- Carry another person, child, pet, or oversized cargo unless the vehicle is specifically designed and authorized for that use
- Leave the vehicle unlocked or unsecured where locking or secure storage is required by RMSL, the rental flow, or local fleet operator instructions
- Park on unauthorized private property, in locked or restricted spaces, across curb ramps, in fire lanes, or in any unlawful, unsafe, or prohibited location
- Use the vehicle for racing, stunts, tricks, competitions, towing, courier use, unauthorized commercial use, or any illegal purpose

1.8 Vehicle is Intended for Only Limited Types of Use

Vehicles are intended only for their ordinary, lawful, on-label use. Do not use a vehicle off-road, on terrain or surfaces for which it is not intended, through deep water or flood conditions, or in any prohibited, illegal, or hazardous location. Do not sub-rent, lend, sell access to, or otherwise use the vehicle for hire or reward unless RMSL expressly authorizes that use in writing or through the Services.

1.9 Weight and Cargo Limits

You must not exceed the posted weight limit for the vehicle as shown on our Rentals page on our website. If no different limit is posted, you must not exceed 275 pounds (125 kg) total rider and cargo weight.

1.10 No Tampering

You must not tamper with, attempt to gain unauthorized access to, reverse engineer, disable, bypass, or misuse any vehicle, account, lock, charger, battery, app, payment flow, or related service.

1.11 Reporting of Damage or Crashes

You must promptly report accidents, crashes, damage, injuries, unsafe conditions, stolen or lost vehicles, battery incidents, or malfunctions through the app, booking flow, posted support contact, or support channel provided for the rental. For incidents involving injury, material property damage, theft, or criminal activity, Rider must also make any legally required report to the appropriate authorities.

Rider is responsible for losses, liabilities, costs, claims, fines, penalties, fees, damage, and expenses arising from Rider's misuse of the vehicle or Rider's failure to secure, return, or report the vehicle or related equipment. Your automotive, property, liability, or other insurance may not cover incidents involving the rented vehicle or related equipment.

1.12 Rider Responsibility for Vehicle Use and Damage

You must return the vehicle and all related equipment in substantially the same condition in which rented, normal wear and tear excepted. You are responsible for loss of or damage to the vehicle or related equipment beyond normal wear and tear, whether accidental, intentional, or resulting from misuse, neglect, improper charging, improper storage, or violation of this Agreement.

1.13 Electric Vehicle and Charging Risks

Electric vehicles require periodic charging and involve battery, fire, electrical, and performance risks. You understand and accept that:

- Battery charge decreases with use, temperature, terrain, payload, riding style, and other conditions
- Speed, power, and range may decline or stop without warning
- Battery level at the start of a rental is not guaranteed
- Operating time and travel distance are never guaranteed
- Charging may only be performed in the manner authorized by RMSL, the rental flow, or local fleet operator instructions and using suitable, lawful power sources
- Improper charging, handling, storage, or transport may cause damage, fire, electric shock, or other harm

1.14 Charging of Vehicle

If power runs out during the rental, you must conclude the ride or follow RMSL's instructions, the rental flow, or the applicable support channel. Rider may not charge the vehicle unless RMSL or the rental flow expressly authorizes it. If Rider charging is authorized, you may only use manufacturer-approved or RMSL-approved charging equipment in a safe and lawful manner. Rider remains responsible for all costs, fees, penalties, fines, damage, and liabilities arising from Rider-performed charging or misuse.

1.15 Group Rides

If the Services permit a Rider to unlock or reserve multiple vehicles for a group, the primary Rider is responsible for all charges, losses, damage, and claims arising from any such group rental to the maximum extent permitted by law and represents that each participant is eligible to ride and has agreed to the required terms before riding.

2. Payment and Fees

2.1 Fees

Rentals are charged at the rates shown in the app, website, booking flow, kiosk, or other published pricing for the rental. Charges may include time, distance, reservation, damage, pickup, cleaning, late return, out-of-zone, parking, recovery, toll, tax, governmental, service, processing, and other amounts authorized by this Agreement or the published pricing.

2.2 Missing Vehicle, Theft, Recovery, and Replacement Charges

Vehicles not timely returned, not located, or not recoverable may be deemed lost, stolen, or abandoned. Rider may be charged continuing rental amounts, recovery expenses, administrative costs, and replacement value up to the maximum amount permitted by law and the applicable pricing or fleet policy.

2.3 Pick Up, Cleaning, and Improper Return Fees

If Rider requests or requires pickup, returns outside the authorized service area, leaves the vehicle at an improper location, returns the vehicle after hours without authorization, returns the vehicle unclean or unsafe, or abandons the vehicle, Rider may be charged pickup, cleaning, towing, recovery, or additional usage fees.

2.4 Promo Codes

Promo codes or discounts are limited offers subject to their stated terms. They may be modified, suspended, or canceled at any time unless prohibited by law, and may be limited to one per customer, non-combinable, non-transferable, and non-resalable.

2.5 Payment Authorization, Security Holds, and Chargebacks

Rider must maintain a valid payment method on file and authorize RMSL, its payment processors, and their respective collection agents to charge that payment method for all amounts due under this Agreement, including post-rental adjustments, fees, tolls, violations, chargeback fees, and damage-related charges authorized by law and this Agreement. Invalid chargebacks may result in additional fees, collection activity, account suspension, and refusal of future rentals.

2.6 Damage, Vandalism, and Lost Items

Rider is responsible for repair, replacement, cleaning, towing, downtime, administrative, and related costs arising from Rider-caused damage, vandalism, missing parts, improper charging, improper storage, lost accessories, or theft occurring during Rider's rental or custody to the extent permitted by law.

3. Additional Terms of Use

3.1 Safety Check

Before each use, conduct a basic safety inspection including:

1. Wheel trueness
2. Brake and light operation
3. Frame condition

4. Sufficient battery charge
5. Damage, unusual wear, or mechanical issues

Do not ride if any noticeable issue exists. Report the issue immediately and do not use the vehicle until cleared or replaced by RMSL or the applicable support channel.

3.2 Lost or Stolen Vehicle

A vehicle may be considered lost or stolen if it is not returned or located within a commercially reasonable time after the rental should have ended, if tracking or locking equipment is disabled or removed, or if other circumstances reasonably suggest loss, theft, or abandonment. The last Rider with custody of the vehicle may be held responsible for that loss to the extent permitted by law.

3.3 Helmets and Safety

Use an appropriate helmet, such as one certified under CPSC, Snell, ANSI, ASTM, or similar recognized standards, and any other protective equipment required by law or prudent under the circumstances. Neither RMSL nor any local fleet operator or service provider represents or warrants the safety, condition, or effectiveness of any helmet or protective equipment supplied by a third party, and Rider assumes all risks associated with failure to wear proper protective equipment.

3.4 Vehicle Routes

Neither RMSL nor any local fleet operator or service provider provides or maintains every place where a vehicle may be ridden, parked, stored, or charged, and none of them guarantees that any route, lane, sidewalk, street, path, parking area, or charging area will always be safe, available, lawful, or suitable.

3.5 Limitations on Vehicle Rental

The Services are provided only as a convenience and not as common-carrier transportation. Alternative transportation is available. Rentals are offered only to users who are able and qualified to operate the vehicle safely and who agree to all required terms.

3.6 Limitations on Availability

Neither RMSL nor any local fleet operator or service provider guarantees that the Services will always be available, error-free, charged, unlocked, connected, or suitable for any specific purpose. RMSL, including through local fleet operators or service providers, may require return of a vehicle or termination of a rental at any time where reasonably necessary for safety, compliance, maintenance, recovery, or operations.

4. Termination

RMSL, including through its local fleet operators or service providers, may suspend or terminate Rider's access to the Services or any rental at any time where reasonably necessary for safety, fraud prevention, compliance, collections, recovery, operations, or violation of this Agreement. Rider may terminate a rental as permitted by the applicable product flow, but no refund is owed except as expressly required by law or RMSL policy. Provisions that by their nature should survive termination do survive, including payment, release, indemnity, dispute resolution, and limitation-related provisions.

5. Personal Information

5.1 Collection and Use of Personal Information

Personal information collection and use is described in our Privacy Policy. RMSL and its service providers may collect, receive, use, disclose, and retain information about Rider, the rental, vehicle location, trip routes, charging status, battery status, odometer readings, images, device identifiers, and driving or usage information as described in that policy and as otherwise permitted by law.

5.2 Text Messages and Phone Calls

To the extent permitted by law, Rider agrees that RMSL and its service providers may contact Rider regarding the rental, account, safety, support, collections, and operational matters by phone, SMS, email, push notification, or other lawful means at the contact information Rider provides. Promotional communications remain subject to applicable consent requirements and opt-out rights.

6. Notice

Rider must provide accurate and current accounts, payment, and contact information. Notices to Rider may be delivered through the app, website, booking flow, kiosk, email, SMS, or other contact information associated with the account. Rider may contact support through the support channel identified in the rental flow or at support@reebike.ca.

7. Choice of Law and Dispute Resolution

Except to the extent prohibited by applicable consumer law, this Agreement is governed by the laws of the Province of Alberta, Canada, excluding conflict-of-laws principles.

8. Binding Arbitration and Class Action Waiver

Read this carefully – it may significantly affect your legal rights, including your right to file a lawsuit in court and to have a jury trial for claims that are not otherwise released or waived by this Agreement.

8.1 Initial Dispute Resolution

Before starting arbitration or litigation regarding any claim that is not otherwise barred, released, or waived by this Agreement, Rider must first submit the issue through the available support channel and provide a reasonable opportunity for informal resolution.

8.2 Binding Arbitration of Non-Waived Claims

Any dispute, claim, or controversy that is not otherwise waived, released, or prohibited by this Agreement and that arises out of or relates to the rental, vehicle, Services, charges, payments, support, privacy, injury, damage, or this Agreement shall be resolved on an individual basis by binding arbitration, except to the extent Rider or a Released Party may bring an individual matter in small claims court. The arbitrator shall have authority to decide gateway issues of arbitrability and enforceability except where applicable law reserves such issues to a court.

8.3 Arbitration Procedures

Arbitration shall proceed under the rules of a nationally recognized arbitration provider selected by the party commencing arbitration unless the parties agree otherwise and shall be conducted in a manner consistent with applicable consumer-protection law.

8.4 Class Action Waiver

TO THE FULLEST EXTENT PERMITTED BY LAW, RIDER AGREES THAT ANY NON-WAIVED CLAIM SHALL BE BROUGHT ONLY IN RIDER'S INDIVIDUAL CAPACITY AND NOT AS A PLAINTIFF, CLASS MEMBER, PRIVATE ATTORNEY GENERAL, OR REPRESENTATIVE IN ANY PURPORTED CLASS, COLLECTIVE, CONSOLIDATED, OR REPRESENTATIVE ACTION.

8.5 Small Claims and Injunctive Relief

Nothing in this Section prevents Rider or a Released Party from bringing an individual claim in small claims court if eligible, or seeking provisional or injunctive relief to protect safety, security, intellectual property, property interests, or lawful collection rights.

8.6 Opt-Out Right

Rider may opt out of this arbitration section within 30 days after first accepting this Agreement by sending a clear written notice to support@reebike.ca that includes Rider's full name, account phone number or email, and a statement that Rider wishes to opt out of arbitration. Opting out of arbitration does not affect the release, waiver, covenant-not-to-sue, indemnity, class action waiver, or any other provision of this Agreement to the extent permitted by law.

9. General Provisions

Waiver and Severability

No waiver of any breach of any provision of this Agreement is a waiver of any other breach or provision. If any provision is held invalid or unenforceable, that provision shall be enforced to the maximum extent permitted by law and the remaining provisions shall remain in effect.

Cumulative Remedies

Except where this Agreement expressly limits or waives claims, all rights and remedies under this Agreement are cumulative and nonexclusive.

Final Agreement, Modification, and Third-Party Beneficiaries

This Agreement constitutes the complete agreement regarding the rental and supersedes prior discussions regarding its subject matter. RMSL may modify this Agreement by posting an updated version on its website or presenting updated terms through the rental flow. Continued use after notice of updated terms constitutes acceptance to the extent permitted by law. Released Parties are intended third-party beneficiaries of the release, waiver, covenant-not-to-sue, arbitration, class action waiver, disclaimer, and indemnity provisions of this Agreement and may enforce those provisions directly.

10. Release, Waiver, Covenant Not to Sue, Disclaimer, and Assumption of Risk

In exchange for being permitted to access or use the Services, Rider agrees, to the fullest extent permitted by law, to release, waive, discharge, and covenant not to sue RMSL, its parents, subsidiaries, affiliates, owners, members, managers, officers, directors, employees, local fleet operators, contractors, agents, representatives, insurers, payment processors, collection agents, licensors, lessors, fleet owners, vehicle providers, hardware providers, software providers, charging providers, property owners, hosts, municipalities, public agencies, sponsors, successors, and assigns (collectively, the "Released Parties") from and against any and all claims, demands, disputes, causes of action, liabilities, damages, losses, fines, penalties, costs, and expenses arising out of or relating to the rental, vehicle, equipment, Services, parking, charging, storage, support, payments, fees, account access, or this Agreement, including claims based on ordinary negligence, premises liability, negligent maintenance, negligent instruction, breach of contract, or breach of express or implied warranty.

This release, waiver, and covenant not to sue does **not** apply to claims to the extent caused by a Released Party's gross negligence, reckless conduct, willful misconduct, fraud, or any other liability that may not be waived or released under applicable law.

To the fullest extent permitted by law, the Services, vehicles, and related equipment are provided "as is" and "as available," without warranties of any kind, express or implied,

including warranties of merchantability, fitness for a particular purpose, title, quiet enjoyment, non-infringement, safety, availability, accuracy, or uninterrupted use.

Rider understands that use of the Services involves obvious and non-obvious risks, dangers, and hazards that may result in property damage, battery damage, electric shock, fire, loss, theft, personal injury, serious bodily injury, or death to Rider or to others. These risks include, without limitation: vehicle malfunction; brake or tire failure; battery failure or thermal event; charger misuse; road or sidewalk defects; debris; weather; visibility; theft; unsafe or illegal parking; acts or omissions of Rider, passengers, pedestrians, drivers, property owners, contractors, local fleet operators, municipalities, or other third parties; and negligent acts or omissions of any Released Party to the extent such negligence may legally be released.

Rider is solely and fully responsible for the safe operation, lawful parking, proper charging, secure storage, and timely return of the vehicle at all times.

10.1 Rider Indemnity

To the fullest extent permitted by law, Rider agrees to defend, indemnify, and hold harmless the Released Parties from and against any third-party claims, demands, actions, damages, losses, costs, and expenses, including reasonable attorneys' fees, arising out of or related to Rider's breach of this Agreement, Rider's unlawful conduct, Rider's misuse of the vehicle or Services, Rider's failure to secure or return the vehicle, Rider's parking or charging conduct, Rider's bodily injury or property damage, or Rider's use of the vehicle or Services except to the extent finally determined to have been caused by a Released Party's gross negligence, reckless conduct, willful misconduct, fraud, or other non-waivable liability.

11. Booking Flow, Checkout Policies & Procedures

Please note the following summary of how the booking checkout process works at RMSL.

11.1 Refundable Security Deposit (Required)

A [Refundable Security Deposit](#) of **\$500 per rental unit** is required for all rentals. The security deposit is a separate, refundable charge and is **tax-exempt**. The deposit can be made after booking the rental unit or any time thereafter online using our [Shop](#) or at the point of pickup.

11.2 Security Deposit & Refund Timing

After the rental unit is returned and inspected, we will refund the security deposit within **48 hours**, minus any applicable deductions described below.

11.3 Optional Damage and /or Theft Insurance

You may purchase optional [Damage Insurance](#) to cover your rental unit for damages exceeding the Security deposit amount of \$500. Current premiums are listed on the **Shop** tab of our website and within the Booking Form as add-ons. Using the **Estimated Replacement Cost** of each rental unit as shown in the **Rentals** tab as a guide, you may choose to purchase damage insurance waiver units of up to (4) four units at \$500 each to cover any loss in excess of the amount of the security deposit thereby limiting your out-of-pocket expenses to \$500 + the cost of the insurance premiums.

You may purchase optional [Theft Insurance](#) to cover the total loss or theft of your rental unit. Current premiums are listed on the **Shop** tab of our website and within the Booking Form as add-ons. Using the **Estimated Replacement Cost** of each rental unit as shown in the **Rentals** tab as a guide, you may choose to purchase theft insurance waiver units of up to (4) four units at \$500 each to cover the total loss or theft in excess of the amount of the security deposit thereby limiting your out-of-pocket expenses to \$500 + the cost of the insurance premiums.

With either insurance waiver, the security deposit amount of \$500 would be held.

11.4 Authorization to Charge Card on File / Additional Amounts Owed

You authorize us to apply all or part of the security deposit toward amounts owed for loss, theft, damage, missing items, fees, or other charges permitted under this agreement. If the amounts owed exceed the security deposit, you authorize us to charge the remaining balance to the **payment method saved on file** (required; where available and authorized) or to invoice you for immediate payment. **Note:** our payment processor uses tokenization, and we do not retain complete card information anywhere for your privacy and security.

We will provide an itemized receipt for any deductions or additional charges.

11.5 Loss, Theft, and Damage (Replacement Liability)

You are responsible for the rental unit and equipment from time of pick up until it is returned and accepted by our staff. If the unit is stolen, not returned, or damaged beyond economical repair, you are responsible for the **full replacement cost**, less any amounts already paid (including the security deposit) and that are not covered by one or more insurance option waivers, plus any recovery costs. (See our **Rentals** section of our website for the current estimated replacement cost of each unit.)

11.6 Fees (may be deducted from the deposit and/or charged to your card on file)

The following non-exhaustive same list of fees may apply:

- **Late return:** \$20
- **Lost keys:** \$250
- **Lost seat:** replacement cost (up to \$250)
- **Lost or damaged battery:** replacement cost (estimated at \$750)
- **Lost lock or chain:** \$85
- **Excessive cleaning required:** \$20
- **Alternate location drop-off:** \$20

11.7 Payment Method Requirements (Card-on-file limitations)

To enable post-rental charges, when necessary, renters may be required to pay using a standard credit/debit card (required) and consent to saving the card on file. Some payment methods (e.g., Apple Pay, Google Pay, and buy-now-pay-later options) may not support post-rental charges. Alternate arrangements would need to be made in this case.

12 Rider Acceptance of Agreement

By using the Services, Rider certifies and agrees that Rider:

- Has read and expressly agrees to this Agreement, including the release, waiver, covenant not to sue, arbitration, class action waiver, indemnity, disclaimer, and assumption of risk provisions
- Understands that this Agreement limits Rider's legal rights and remedies to the fullest extent permitted by law
- Is familiar with vehicle operation and is reasonably competent and physically fit to ride

- Is an authorized rider and meets all age, legal, and safety requirements applicable to the rental
- Will wear a helmet and other protective gear as required by law or prudent under the circumstances
- Will obey all traffic, parking, charging, and vehicle laws and all RMSL, app, rental flow, and local support instructions
- Assumes the risks of using the Services and rides at Rider's own risk

Contact Us

If you have questions about this Rental Agreement, contact us at:

- Email: support@reebike.ca
- Phone: **(403) 879-6311**
- Mailing Address:

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