

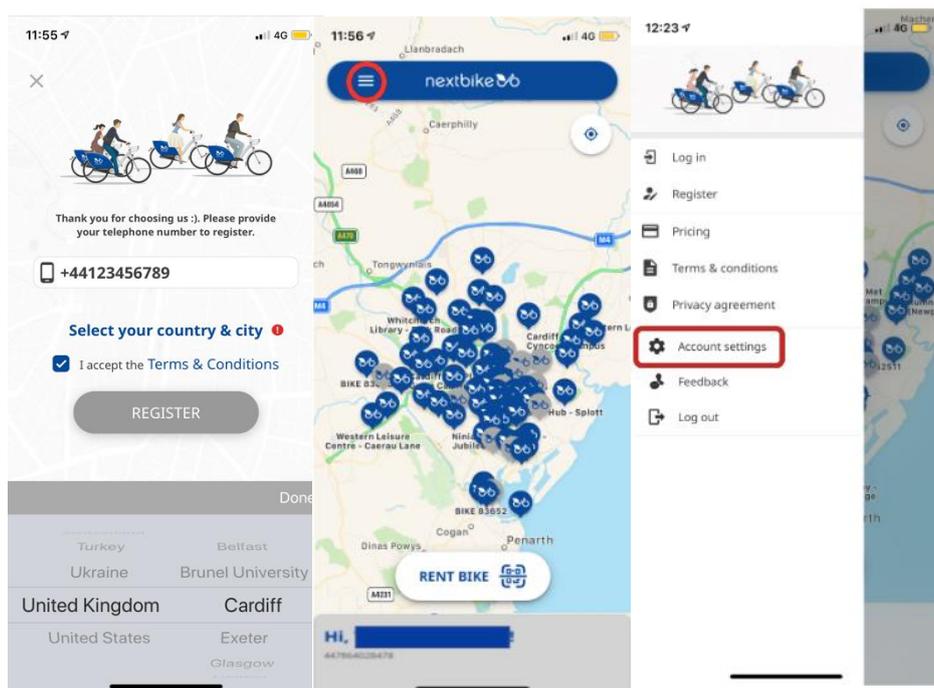


HOW TO GUIDE: SIGN UP, SUBSCRIPTIONS & RENTALS

Step 1

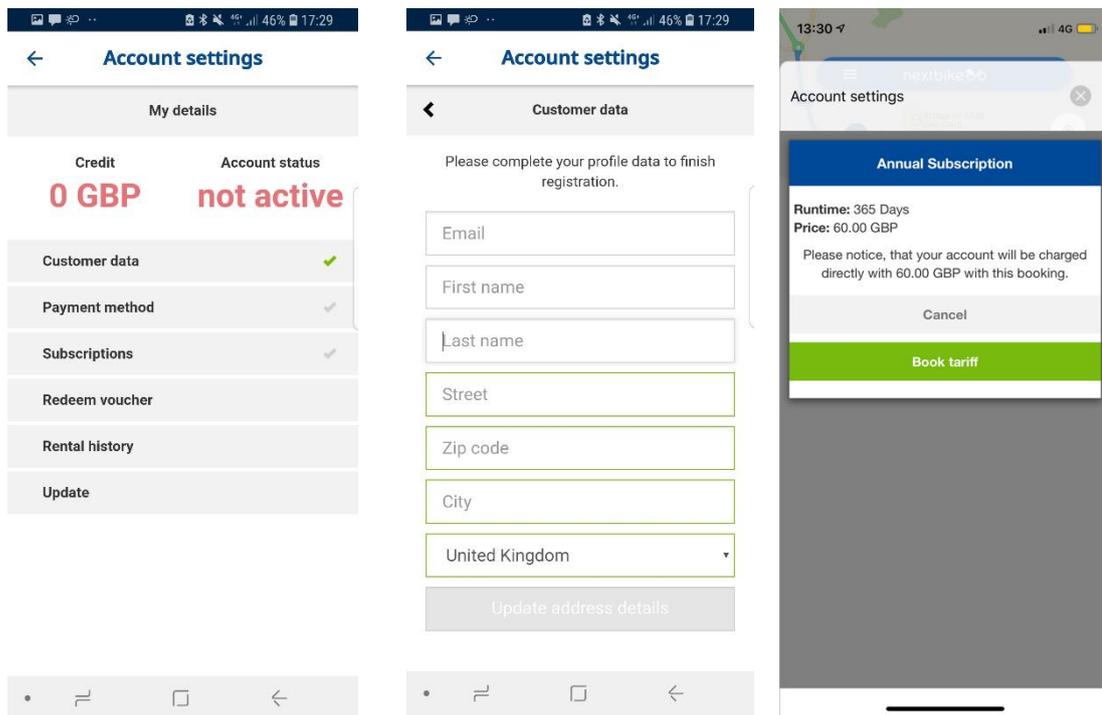
Register on the **nextbike** website <https://www.nextbike.co.uk/en/> or on the mobile app 'nextbike'. The app can be downloaded on App Store or Google Play.

Step 2A - App



1. Choose your city. Enter your phone number to receive a text with your account pin number. Accept T&Cs.
2. Select 'Menu' (three dashes on the upper left corner).

3. Select 'Account settings'.



4. Select 'Customer data' and enter your details.

5. Select 'Payment method' and enter a valid payment method. £1 credit will be taken as a security deposit.

6.

- a. OPTION 1 - Subscription: Select 'Subscriptions' and select 'Monthly Subscription' at £10 to become a monthly subscriber or 'Annual Subscription - £5 a month' at £5 a month (12 months commitment) to become an annual subscriber.

- b. OPTION 2 - PAYGO: Do not select any subscription to become a PAYGO user.

7. You're now ready to hire a bike!

Step 2B - Website

The screenshot shows the registration form on the Nextbike website. The form includes fields for Phone number*, First name*, Last name*, Address, Zip/Postcode, City*, Country (set to United Kingdom), Email, Partner (Please choose one of our partners (optional) ...), and Subscription (Please select a subscription (optional) ...). Below the form, there are two checkboxes: one for receiving news and offers, and another for accepting terms and conditions.

1. Fill out the form and enter your details
2. You will receive a text with your account pin number.
3. Select 'Payment' and enter a valid payment method. £1 credit will be taken as a card security deposit.

The screenshot shows the payment page on the Nextbike website. It displays the account status, user settings, payment, rent/return, partners, manage tickets and subscriptions, vouchers, PIN, close account, and logout options. Below this, it states 'You have the following unpaid items:' with a minimum balance of GBP 1.00 and an amount to pay of GBP 1.00. A 'Provide payment details' button is visible. The 'Subscription' dropdown menu is open, showing options for 'Annual Subscription (GBP 5.00 / Year)' and 'Annual Subscription - £5 a month (GBP 5.00 / Month - 12 months)'. A 'Send order' button is also present.

4.
 - a. OPTION 1 - Subscription: Select 'Subscriptions' and select 'Monthly Subscription' at £10 to become a monthly subscriber or 'Annual Subscription - £5 a month' at £5 a month (12 months commitment) to become an annual subscriber.
 - b. OPTION 2 - PAYGO: Do not select any subscription and become a PAYGO user.
5. You're now ready to hire a bike!

Step 3 - Rent

Hire a nextbike from one of the docking stations and get cycling.

1. Log in to the nextbike app or call our customer hotline.
2. Enter the bike number OR scan the QR code.
3. You will receive a code to unlock the bicycle.
4. Enter the code in the bike computer and unlock the bicycle by removing the front lock from the wheel and dock and securing it in the holster behind the basket.
5. To temporarily park your bike, put the front lock through the wheel and press 'P' on the bike computer. To unlock, enter the code on the bike computer. Note – Parking does not pause your rental. Your time is still running.
6. To return, push the front wheel into the dock and insert the front lock through the wheel and dock. Press OK on the bike computer. The bike computer will say returned and your app will update once the bike has been successfully returned. Physically check your bike is locked before leaving the station.

Note: To correctly return the nextbike you must return it to an **official station**. Any nextbike returned to an unofficial location will be subject to a £10 fine. Be aware that this increases further away from a station the bike is found (extra £1 per mile).

For more information visit: <https://www.nextbike.co.uk/en/information/>

PAYGO Rental Tariff:

First 30 minutes per ride	£1.00
Additional 30 minutes per ride	£1.00
Up to 24 hours	£10.00

Subscription Rental Tariff:

First 30 minutes per ride	FREE
Additional 30 minutes per ride	£0.50
Up to 24 hours	£5.00

For more information visit: <https://www.nextbike.co.uk/en/prices/>