



Welcome to Oslo Citybike.

We hope you will enjoy and benefit from using the citybikes. Maybe the citybikes will get you to work quicker, make it easier for you to shop downtown or just save you a cab fare? Regardless, ClearChannel will continue to expand the arrangement, trying to offer a wide selection of citybike locations to all of you moving around the city of Oslo.

It is very important that you carefully read through the enclosed material in your subscription package. You will learn how to use the system, which limits that apply and what to do in an unexpected situation.

When in doubt, - please call our service phone: **815 00 250**, or send an e-mail to: firmapost@adshel.no.

How do start using Oslo Citybike?

Your subscription card is your key to the designated bike racks, and you have to go to one of this in order to pick-up a bike. Follow the instructions on the panel (located on one of the poles at the end of the rack).

Insert your card the right way into the card reader, and follow the instructions on the screen. When a bike has been assigned to you, take your card out of the slot, and lift the assigned bike out of the bike rack.

If the bike, for some reason, should be left in the bike rack for more than 30 seconds without being lifted out, it automatically locks itself to the rack again. Should this happen; redo the procedure described above.

How do I return the citybike?

You can return the bike to any of the assigned Oslo Citybike racks. Find an empty slot in the rack, and put the bike into the slot. Please stand by until the light in the lock changes from green to red, which indicates that the bike is registered as returned and locked onto the bike rack. Please remember that you are responsible for the citybike until it is returned and locked onto the rack.

NEW 2005: You can no longer insert your subscription card back into the card reader to obtain a return receipt.

For how long can I use the citybike?

The citybikes shall be available to many people, and the loan period is limited to accommodate all. You must always return the bike to a citybike stand within 3 hours after picking it up, at the latest. You are, however, welcome to pick up a new bike and start a new 3 hour loan period immediately.

When are the bikestands open?

The bikestands are operational between the hours 06.00 and 24.00, and closed during the night. This is necessary in order to execute basic maintenance, and to be well prepared for the morning rush hours. Citybikes can be returned at anytime during the night, but you can not obtain a new bike for loan during the hours 24.00 - 06.00. During the winter season and at times of heavier maintenance, the system may be closed for longer periods of time.

What happens if the citybike I get is damaged?

If the bike is so damaged it should not be used, return it to the bike rack immediately. Proceed to get a new citybike. (The system will make sure not to give you the damaged one you returned earlier).

What happens if I damage a citybike?

We understand that the citybikes may be damaged by accident, and we would very much like to hear from you if so happens. You have no liability for tear and wear or accidents. We do hope you will show responsibility for the bike and people around you, in order to prevent accidents. By showing consideration, you are making it easier for others to use the citybikes as well.

How long is my subscription period?

The subscription is valid throughout the calendar year it was bought, regardless of what time of year it is obtained.

Do not dispose of the card when the subscription period is over. The card can be renewed year by year, and the subscription will run until you cancel it. All subscribers will receive a letter including an invoice at the beginning of every season. By paying the invoice, your subscription keeps running.

Where are the bike racks located?

We are continuously building new bike racks, and the answer to this depends on how many locations we have opened.

To obtain a fully updated list of locations, please see our web site at www.adshel.no.

What do I do if the bike rack is empty or with no available space to return the bike?

It may occur that some racks will fill up, as well as some may empty out, without us being able to remove bikes or fill up the racks in time. The system is designed to automatically notify our service personnel if this should happen, however, we do suggest you go to the nearest located bike rack.

Will the citybikes always be clean, fully operational and available?

We operate an almost 24 hour service unit, which looks after and maintains the system. Our service unit may also be of assistance if you need help solving a problem concerning the citybikes - and can be reached through our service phone: 815 00 250.

Why is there advertisements on bikes and racks?

The system is funded by advertising. The municipality of Oslo is not paying for Oslo Citybike, which is owned and operated by Clear Channel.

How many citybikes may I borrow?

Only one at a time. If you need more bikes, we recommend you obtain more subscriptions, i.e. one for each member of your family. The bikes are meant for only one user user at a time.

May children use the citybikes?

Of course, but within the limits of traffic regulations. If you choose to get a subscription for your child, you are also responsible for how the subscription is being used.

May I ride anywhere I like?

The citybike shall not be used outside the inner city areas. Do not use the bike in the woodland, or in terrain outside regular street areas. You are not allowed to bring the bike outside the city limits of Oslo.

- **Please remember to follow instructions given on the information panel.**
- **The loan period is limited to 3 hours.**
- **When returning your citybike, please make sure it is locked onto the rack.**
- **You can only use one bike at a time.**
- **Please see our web site www.adshel.no for updated information.**
- **If you change your e-mail, your address or phone, please notify us by sending an e-mail, letter or a fax.**

Clear Channel AS

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REGULATIONS - OSLO CITYBIKES / TERMS OF USE

The municipalities of Oslo and Clear Channel are working together on the Oslo Citybike arrangement. In order to use the citybikes, you have to sign a subscription contract with ClearChannel.

In order to get a subscription to the Oslo Citybike arrangement, please accept the following terms of use:

- 1** You are obligated to use the bike in a careful manner and to follow traffic regulations.
- 2** You are personally responsible for the subscription card and the citybike. Therefore, please do not lend the bike to others or give away your card. A lost or stolen card must immediately be reported to our **service phone (815 00 250)**.
- 3** The citybike is available to you in good condition, and must be returned in the same condition. You must contact our service personnel if you discover that the city bike you have picked-up is damaged (beyond regular wear and tear). This will prevent any misunderstandings, and you will be helping Clear Channel to find and repair damaged citybikes.
- 4** You are personally responsible for any damage/injury you inflict on yourself or others while using the citybike.
- 5** The loan period must not exceed 3 hours per use of the city bike. At the end of your loan period, you must return the bike to one of the Oslo Citybike bike racks. If you repeatedly fail to return your bike in time, Clear Channel may cancel your card on a permanent basis.
- 6** Do not use the citybike outside the inner city areas, in the woodland, fields or on terrain outside regular street areas. You are not allowed to bring the citybike outside the city limits of Oslo.
- 7** If you leave your citybike somewhere else than at a Oslo Citybike bike rack, you must secure it for theft. You are responsible if the citybike gets stolen, and obligated to cooperate with Clear Channel by filling in a police report.
- 8** If you fail to consider the terms mentioned above - or use the bike in a reckless manner, Clear Channel will claim compensation for damages to the bike and/or a third party. The value of the citybike per 2007 is NOK 3.250 including taxes.

**Please help us to maintain a good citybike service.
- Have a nice trip!**