

Terms of Service

of the Metropolitalny Rower System, hereinafter referred to as Metrorower

valid from 09.03.2026

I. General Provisions

1. The hereby Terms of Service shall specify the principles and conditions of using the Rower Metropolitalny system (hereinafter: Metrorower) launched in the area of Górnośląsko – Zagłębiowska Metropolis.
2. The Metrorower Terms of Service as well as the Privacy Policy are available free of charge on the internet website www.metrorower.transportgzm.pl and in the Mobile Application in such a way so as to enable familiarising with the content, obtaining, broadcasting and consolidating it. This document may be obtained at the headquarters of Nextbike GZM sp. z o.o with its registered office in Warsaw.
3. Contact:
Nextbike GZM sp. z o.o.
ul. Staniewicka 5,
03-310 Warszawa
e-mail: ck@metrorower.transportgzm.pl
tel.: 800 16 30 30 (connection cost compliant with the tariffs established by individual operators).
4. Nextbike Systems are compatible, that is, setting up an account in one of the systems enables the use of bike rental stations in other cities, unless the Terms of Service of a given system indicate otherwise. The current list of cities in which Nextbike systems are in place may be found at the following address <https://nextbike.pl/o-nextbike/>.

II. Definitions

1. **Metrorower Mobile Application** – it ought to be understood as mobile application enabling Client of the Metrorower System, available in AppGallery, Google Play and App Store.
2. **Account Blockade** – it ought to be understood as a preventive measure consisting in preventing the use of Metrorower System which may be applied by the Operator in case of breaching by the Client of provisions of the hereby Terms of Service, in particular, in case of a breach which constitutes the occurrence of damage to the property of the Operator.
3. **O-lock Blockade** – it means of protection of the Bike in the form of “O” clamp integrated with the frame which, if unlocked, prevents Rental completion. Furthermore, the blockade also secures the Bike at the time of using the Parking function by the Client. O-lock blockade is mounted on the rear wheel and it remains open through the Duration of Rental. It comprises a compulsory accessory of every Bike.
4. **Metrorower Contact Centre (CC)** – it ought to be understood as a service launched by the Operator in order to ensure 24/7 contact with the Operator for Metrorower System clients, through:
 - 4.1. hotline at 800 16 30 30,
 - 4.2. electronic post at ck@metrorower.transportgzm.pl,
 - 4.3. Metrorower Mobile Application

Customer Service ensured 24/7 for the whole period of functioning of the Metrorower System, including in the mode of direct service as a minimum between 6:00 am and 10:00 pm.

5. **Duration of Rental** – time counted from the moment of Rental (unlocking) of the Bike to the moment of Bike Return. Parking is calculated into the Duration of Rental.
6. **GPS** – a device mounted on each Bike, serving the function of monitoring the Bike's location and positioning.
7. **Client Identifier** – it ought to be understood as an individual number assigned to the Client,

corresponding to the number of the mobile phone indicated during registration and a 6-digit PIN number. Details on registration and Client IDs have been specified in Chapter VI. Registration.

8. **Metrorower System Client/Client** – it ought to be understood as a natural person, participant of the Metrorower System who accepted the Terms of Service, conducted registration in the Metrorower System.
9. **Client Account** – it ought to be understood as a personal Client Account created during registration for the purposes of using the Metrorower System as well as charging fees in line with the Table of Fees constituting Appendix no. 1 to the hereby Terms of Service.
10. **Top up amount** – it shall be understood as payment submitted towards Rentals onto Client Account.
11. **Minimum Account Balance** – it ought to be understood as funds on Client Account the level of which cannot be lower than 10 PLN with the exception of situations when an order of debiting payment card is launched – in this case the Minimum Account Balance should not be lower than 0 PLN.
12. **Non-authorized ride** – it ought to be understood as the use of the Bike in the Metrorower System without prior Rental of that Bike registered on Client Account.
13. **Area of Functioning of the Metrorower System** – it ought to be understood as the area of the Górnśląsko – Zagłębiowska Metropolis. Full and updated list of cities is available on the website <https://metrorower.transportgzm.pl/obszar-funkcjonowania-metrorower>.
14. **Non-authorized area** – it ought to be understood as all areas located outside of the Return Area in which Bike Returns are not permitted. The current non-authorized area specified by the Metrorower System Operator is available on the internet website of the Metrorower System and in the Metrorower Mobile Application.
15. **Return Area** – it ought to be understood as an area of functioning of the Metrorower System in which Clients may rent and return the Bikes. Information concerning the current Return Area available in the Metrorower Mobile Application and on the Website of the Metrorower System
16. **Operator** – it ought to be understood as Nextbike GZM sp. z o.o. realizing the service related to maintaining the Metrorower System, with its seat at ul. Staniewicka 5, 03-310 Warszawa, entered into the Register of Entrepreneurs of the National Court Register, maintained by the District Court for the city of Warsaw in Warsaw, XIV Economic Department of the National Court Register under the following numbers: KRS 0000906627, REGON 389220243, NIP 1133035601
17. **Initial Fee** – it ought to be understood as the amount entered into the Metrorower System, equal to 10 PLN gross (in words: ten zloty), paid by the Client upon registering at Metrorower, the payment of which constitutes the first payment towards the Top-up Amount.
18. **Subscription Plan/Plan** – it ought to be understood as one of the available tariffs of the Metrorower System placed in the Table of Fees constituting Appendix no. to the Terms of Service available on the website of The Metrorower System www.metrorower.transportgzm.pl and in the Mobile Application Metrorower.
19. **Privacy Policy** – a separate document to the document of the hereby Terms of Service, which specifies the conditions for the processing of Client personal data by the Operator. The Privacy Policy is available at <https://metrorower.transportgzm.pl/polityka-prywatnosci>.
20. **Explanatory Proceeding** – a set of actions undertaken by the Operator, targeted at establishing the circumstances and events occurring in relation to the use of bikes, in particular, those related to breaching of the Terms of Service, accidents and collisions or damages to the property of the Operator.
21. **Parking** – function enabling parking of the Bike without having to return it. Parking is available from the level of the Metrorower Mobile Application.
22. **Terms of Service** – is ought to be understood as the hereby Terms of Service, describing the rules

and conditions of using the Metrorower System, in particular, the scope of rights and obligations and the responsibility of persons using the possibility of renting bikes in the Metrorower System.

23. **Reservation** – function thanks to which the Client may remotely reserve the Bike. Details concerning Reservations have been described in Chapter VII. of the Terms of Service.
24. **Standard Bike /Bike** – it ought to be understood as a basic type of Bike made available within the Metrorower System by the Operator. The Bike is equipped in wheels and rims with dimensions of 26 inches and a basket with capacity of 10 kg and a GPS transmitter.
25. **Metrorower Station** – place of Bike Rental and Return, marked with Metrorower symbol and are around the designated Metrorower Station within the radius of 50m. Information concerning the current locations of Metrorower stations may be found on the website in and in the Metrorower Mobile Application.
26. **Website** – it ought to be understood as a website launched by the Operator at www.metrorower.transportgzm.pl where all information and instructions concerning the use of Metrorower System are available.
27. **Metrorower System** – it ought to be understood as the system of bike rental stations launched by the Operator pursuant to his agreement with the Ordering Party as part of the Metropolitan Bike, covering, in particular, Bikes, technical infrastructure (stations), software and documents specifying the rights and obligations of Clients.
28. **Table of Fees** – it ought to be understood as a document encompassing the pricelist for Bikes available in the Metrorower System, subscription plans and additional fees. It constitutes Appendix no. 1 to the hereby Terms of Service and it is an integral part of the Agreement. The currently valid Table of Fees is available on the website www.metrorower.transportgzm.pl and in the Metrorower Mobile Application.
29. **MAX TICKET Tarriff** – offer of Koleje Śląskie which enables unlimited travel by the Koleje Śląskie trains, POLREGIO as well as travel by means of public communication GZM Transport – under monthly tickets.
30. **GZM transport** – brand comprising all forms of mobility and tools facilitating their use realized by the Górnośląsko-Zagłębiowska Metropolis.
31. **Agreement** – it ought to be understood as an agreement between the Client and the Co-controllers, establishing the principles of responsibility for realization of the rights and obligations specified in the Terms of Service. It is considered that the Agreement containing the provisions of the hereby Terms of Service shall be automatically concluded at the time of Registration of the Client within the Metrorower system subject to the submission by the Client of the declaration of acceptance of the Terms of Service and an indication of personal data as well all post the payment of Initial Fee while registering in the Metrorower System. Co-controllers of Personal Data in the scope of actions under Common Processing Actions, that is, launching and servicing the Metrorower System are the Ordering Party and the Operator.
32. **Bike Rental** – it ought to be understood as renting the Bike by the Client at any Metrorower Station or the Return Area with the use of Client Identifier. Bike Rental ends upon Bike Return. The process of rental and the principles of riding a bike have been specified in detail in Chapter VIII of the Terms of Service.
33. **Ordering Party** – it ought to be understood as the Górnośląsko-Zagłębiowska Metropolis with its registered seat at: ul. Barbary 21A, 40-053 Katowice, NIP: 634-290-18-73, REGON 367882926.
34. **Bike Return** – returning the Bike to the Metrorower System Station or in the Return Area through locking the O-lock Blockade. Bike Return in a place other than the Metrorower Station shall lead to charging an additional fee in accordance with the **Table of Fees, clauses 1.3 and 3.3**. The process of Return is specified in Chapter XII of the Terms of Service. The use of the Parking function shall not be understood as Bike Return.

III. General principles of using the Metrorower System.

1. The condition for using the Metrorower System is:
 - 1.1. completion of the age of 13,
 - 1.2. height between 150 and 195 cm and weight not exceeding 120 kg.
 - 1.3. indication by the Client of personal data required for the registration (in accordance with Chapter VI clause 3),
 - 1.4. acceptance of the conditions specified in the hereby Terms of Service,
 - 1.5. making of the initial payment,
 - 1.6. clicking on the activation link,
 - 1.7. maintaining the Minimum Balance of the Client Account during rental.
 - 1.8. submission of the signed declaration of the legal guardian for minors (in accordance with Chapter III clause 4).
 - 1.9. possession of a bike helmet by persons below the age of 16, in accordance with the binding provisions of the law.
2. The Client who purchased a season ticket in the GZM Transport System or a ticket in the MAX TICKET Tarriff System of Koleje Śląskie and, before Bike Rental, conducted an integration within the Metrorower System, is authorized to ride the Bike for 60 minutes per day within the ticket price. The unused time does not cumulate nor is it carried forward to the next day.
3. The Client undertakes to abide by the conditions of the hereby Terms of Service and, in particular, to pay the agreed initial fee, to maintain the Minimum Account Balance and to use the Bikes in line with the principles specified in the Terms of Service.
4. Persons who completed the age of 13 but are below the age of 18 (hereinafter referred to as minors), are obliged, prior to conclusion of Agreement, to submit to the Operator a written consent of at least one parent or legal guardian for the conclusion of such an agreement and a declaration of assuming responsibility by them on account of any potential damages which might occur, in particular, in relation to the non-execution or improper execution of the Agreement and the coverage of ongoing binding obligations specified in the Table of Fees in the Metrorower System. Within the declaration, the parents or legal guardians must undertake to top up the Account of the minor in the Metrorower System in such a manner so as to enable account activation upon rental (Chapter VIII, clause 1). Within the declaration, the parents/guardians undertake further to ensure a helmet to persons below the age of 16 in line with the binding provisions of the law. In order to preserve the written form of legal action the Guardian undertakes to submit their handwritten signature on the consent. The scanned version of the letter must be sent via electronic means to the email address: ck@metrorower.transportgzm.pl

Sample consent may be found on the website <https://metrorower.transportgzm.pl/oswiadczenie-rodzicow/>
5. The Client may rent up to 4 Bikes simultaneously.
6. Riding a Bike by more than 1 person, in particular, carrying additional persons by Clients is forbidden.
7. The use of any protection which is not a standard Metrorower System element in order to immobilize the Bike is forbidden. The Operator reserves the right to remove inadequate protections applied by the Client. All costs of restoring Bikes to the state enabling realisation of further rentals shall be borne by the Client.
8. Transport of Bikes by means of vehicles and other means of transport owned by private persons and all types of public means of transport is forbidden.
9. Any use of Metrorower System Bikes for commercial, profit-making purposes, or as part of a business activity, including in particular for the provision of paid transport, advertising, courier, or any

other services to third parties is prohibited. The Client may not make the Bikes available to third parties for a fee or free of charge as part of a business activity, use them to promote goods or services, or use them in any way that could bring the Client any financial benefit. Invoices for the use of Metrorower System Bikes, referred to in Chapter V, clause 4 of the Terms of Service, are issued only to individuals who do not conduct business activity or are not VAT payers. Clients conducting business activity or representing business entities are not authorized to use the System Bikes in connection with such activity.

10. The use of Metrorower System Bikes by persons under the influence of alcohol or other narcotic substances, psychotropic substances or equivalents in the meaning of the provisions on counteracting drug addictions; strong anti-allergic drugs, other medicines which impact driving capacity is forbidden.
11. Parties to the Agreement undertake to mutually inform each other of any changes to addresses or other data identifying them, indicated during registration in the Metrorower System. Changes must be submitted in a manner specified in Chapter XIV, clauses 3.1 - 3.3 and 3.5.

IV. Responsibility and commitment

1. The **Operator** realizes services related to the maintenance of the Metrorower System and bears responsibility for its proper functioning. The Operator shall bear the responsibility for correct settlements on account of calculating all fees, their collection and their potential reimbursement to the Client. Maintenance and protection of funds paid by Clients towards their use of the Metrorower System and verification of the state of Client settlements.
2. Prior to charging the Client with additional fee other than the fee for Bike Return outside of the Station nor the Return Area, fee for Bike Return in the Non-Authorized Area and fee for Bike Return outside of the area of functioning of the Metrorower System at a distance exceeding 10 km from the closest Station, the **Operator** undertakes each time to initiate Explanatory Proceeding.
3. The **Operator** bears the responsibility for damages resulting from non-execution or improper execution of the Agreement unless the given non-execution or improper execution results from the circumstances for which the Operator bears no responsibility.
4. The **Operator** reserves the right to disclose data of the Client should the disclosure obligation to authorized persons stem from the binding provisions of law.
5. In the event of non-compliance by the Client with conditions contained within the Terms of Service, the **Operator** shall be entitled to block the Client's account and to charge him/her with additional fees in accordance with the **Table of Fees** clause 4. Detailed conditions related to Account Blockades have been specified in Chapter XVIII of the hereby Terms of Service.
6. In case of Non-Authorized Rides, the **Operator** reserves the possibility of charging the Client with a fee in accordance with the **Table of Fees, clause 4.8**.
7. The **Client** is responsible for the Bike from the moment of Rental to the moment of Return. In particular, the Client is obliged to undertake actions targeted at preventing any damages as well as theft of the rented Bike.
8. In case of improper Bike Return out of the Client's fault, the **Client** bears the costs of its further Rental and is responsible for any potential theft or damage. In case of difficulties with returning the Bike, the Client is obliged to contact CC.
9. The **Client** undertakes to return the Bike in good technical standing, in the same condition as it was upon rental. The usual wear and tear stemming from standard use is allowed. The Client bears full responsibility for the effects of events stemming from a breach by him of the Terms of Service and of the provisions of law during the use of the Metrorower System.
10. In case of documented damages stemming from improper use of the equipment forming part of the Metrorower System, the **Client** undertakes to cover the costs of replacement of the damaged parts and services related to their exchange in order to restore the Bike to its original state from before

rental. The Operator shall issue an adequate receipt or invoice to the Client for completion of the necessary repair works.

11. In case of theft of the Bike in the course of the Duration of Rental, the **Client** is obliged to notify the CC immediately after noticing the event. The Operator is obliged to undertake all efforts to find the Bike (in particular, the Operator has the possibility of reading the Bike's GPS position) immediately after obtaining such a notification.
12. Any purposeful damaging of the Operator's property shall result in the necessity to cover the costs of repair and restoration and, consequently, it may result in launching court proceedings in this regard. The **Operator** shall be entitled to pursue reimbursement of all justified costs from the perpetrator of damages and destructions.
13. The **Client** bears full and total responsibility and undertakes to cover any tickets, fees etc. obtained by the Client, related to the use of the Metrorower System, and imposed on them out of their own fault. The Client shall not bear any responsibility for tickets, fees etc. which have been imposed on them and which stem from the Operator's fault.
14. The **Client** shall be responsible for all damages and demolitions stemming from non-compliance with the Terms of Service.

V. Principles of payment

1. Payment for services offered within the Metrorower System may be conducted through:
 - 1.1 topping up Client Account by means of bank transfer or through a one-off payment via payment card, in particular, by the portal www.metrorower.transportgzm.pl, from which the funds will be collected in the amount stemming from the Table of Fees in the Metrorower System and subsequently, transferred to the account of the Operator;
 - 1.2 launching an order of charging credit card, which is subject to charging the fee of 10 PLN as a minimum used towards Rentals. It is an equivalent of connecting the payment card to the Client Account. This may be achieved through entering the card number by means of the Metrorower Mobile Application and on the website of the Metrorower System.
2. Holders of medium-term and long-term tickets within the GZM Transport system or MAX TICKET Tarriff in the Koleje Śląskie system are entitled to use the Metrorower system without any additional fees for bike rentals (specified in the **Table of Fees, clause 1.1**) up to 60 minutes a day. If multiple bikes are rented simultaneously, the 60-minute daily allowance will only be charged for the first bike rented.
3. Information on payment cards are processed by an external service provider and they are not stored or available to the Operator.
4. Upon Client request the Ordering Party shall provide the Client with a VAT invoice issued by the Operator for the conducted ride. For this purpose, the Client should contact the Ordering Party via electronic means at the email address: rower@metropoliagzm.pl in order to indicate data necessary for the issuance of VAT invoice, date and time of Bike Rental, Bike Return and Bike number.
5. Upon Client request the Operator shall provide the Client with a VAT invoice issued by the Operator for the calculated Additional Fees. For this purpose, the Client shall contact the Operator by e-mail to the e-mail address of the Operator in order to indicate the data necessary to issue a VAT invoice.
6. Invoices for the use of the Metrorower System shall be issued within the terms and modes provided for in the provisions of the fiscal law.
7. The Ordering Party and the Operator shall issue VAT invoices in electronic format to the email address from which the Client contacted them or via an alternative manner indicated by the Client. In particularly justified cases, the Ordering Party and the Operator may send a VAT invoice to another email address specified by the Client.

VI. Registration

1. A necessary condition for the use of the Metrorower System is prior Client registration, acceptance of the provisions of the Terms of Service, indication of personal data indicated upon registration and maintaining the Minimum Account Balance.
2. Registration can be done through:
 - 2.1. The website at <https://metrorower.transportgzm.pl>
 - 2.2. Metrorower Mobile Application
3. During the registration process realized through the website: <https://metrorower.transportgzm.pl> or the Metrorower Mobile Application indication of the following personal data is mandatory:
 - 3.1. first name and surname,
 - 3.2. address of residence, that is, city, street including flat/house number, postal code, country,
 - 3.3. Email address,
 - 3.4. mobile phone number.

The Client must indicate that he has read and accepted the Terms of Service of the Metrorower System and familiarized with the Privacy Policy of the Metrorower System.

4. Subsequently, PIN code is generated and sent via a text message at the indicated telephone number. The PIN code with the phone number is used for logging.

In order to complete the process of registration, an email message will be sent to the indicated email address with a verification link through which data specified in Chapter VI clause 3. are confirmed. Upon authorization of the email address, the Client Account is verified. The verification link is active for 24 hours from the moment of obtaining the email message. After the expiry of the above-specified term, verification of data will be possible solely post generating a new link by means of the Mobile Application or obtaining a new verification link from CC.

5. Client Accounts containing incorrect and, in particular, obviously fictional personal data with account balance of 0 PLN may be automatically removed from the Metrorower System.
6. Client Accounts without the paid in initial fee may be removed from the Metrorower System database within 30 days.
7. The Client with a season ticket in GZM Transport should register in the Metrorower System first. In order to active the possibility of using the 60-minute daily ride allowance within the price of the season ticket, one must add Client ID to the GZM Transport system in the Metrorower Mobile Application or on the Metrorower website.
8. The Client holding a ticket in the MAX TICKET Tariff in the Koleje Śląskie system should first register in the Metrorower system. In order to activate the option of using a 60-minute daily bike ride at the price of a MAX TICKET fare ticket, the user must add the series and unique number of their MAX TICKET fare ticket in the Metrorower Mobile App or via the Website.
9. The Metrorower system enables the use of benefits available to clients with MultiSport cards; however, the Metrorower system is not responsible for any obligations undertaken by the card provider.

VII. Reservation

1. Bike Reservation is possible provided that the Client has an active Account status in the Metrorower System, that is:
 - 1.1 he fulfils conditions for Registration in Chapter VI clause 3.
 - 1.2 he has a Minimum Account Balance maintained.
2. The Client may reserve up to 4 Bikes simultaneously.
3. Reservations may be carried out through the Metrorower Mobile Application.

4. Reservations are voluntary. The reserved Bike awaits the Client for the maximum period of 15 minutes. After this time, the Reservation is cancelled automatically and the Bike becomes available for other Clients. The Client may independently cancel the Reservation in the course of its duration within the Metrorower Mobile Application.
5. Reservations are free of charge provided the bike is rented during the reservation period. In the event of a cancellation or failure to rent the bike during the reservation period, the Client will be charged the Bike Reservation Fee, as specified in the Table of Fees, sections 1.2. and 3.2.

VIII. Rental and principles of riding a Bike

1. Bike Rental is possible provided that the Client has an active account status in the Metrorower System. An active account status in the Metrorower System is understood as:
 - 1.1 fulfilment of conditions of Registration, as per Chapter VI clause 3.
 - 1.2 holding the Minimum Account Balance.
2. Bikes in the Metrorower System may be rented by means of the Metrorower Mobile Application.
3. Bike Rental is possible at any Metrorower Station and the Return Area. Bike Rental commences at the time of recording this fact on Client Account within the Metrorower System by means of the Metrorower Mobile Application. Releasing the O-lock blockade is confirmed by a sound signal.
4. The Client may commence the Bike Rental solely whilst remaining by the Bike. It is the Client's obligation to ensure, prior to commencing the ride, that the Bike is suitable for the designated use, in particular, that the tyres of the Bike are inflated and the brakes are in order, the lights operate and the sound signal works,
5. In case of noticing any damages to the Bike in the course of Bike Rental, the Client is obliged to immediately report the issue to CC or through the Mobile Application and, if possible, return the Bike to the nearest Station.
6. Riding a Bike which was unfit for use at the time of rental may result in Client liability for damages caused as a result of the Bike use.
7. In the course of Duration of Rental, the Client is obliged to carry a mobile phone fit for making connections with CC or using the Metrorower Mobile Application. A working mobile phone is not required for Bike Returns (in line with Chapter XII).
8. Bike carrier is mounted at the front and it is adjusted solely to carry light items. It is forbidden to transport people and animals on the carrier. While transporting items heavier than 5 kg on the carrier one must maintain special caution. Items placed on the carrier cannot extend beyond the carrier's rim. They should not also contain any sharp edges. If an accident occurs due to the improper use of the carrier, the Client shall be liable for the resulting costs. The Operator shall bear no liability for any damages occurring as a result of improper carrying and leaving the carried items or goods on a carrier. In particular, the Operator shall bear no responsibility for the transported electronic equipment which constitutes property of the Client.
9. During rental the Client may leave the functional Area of the Metrorower System, however, he is obliged to return to it prior to completing Rental and return the Bike in an authorized place, as specified in the hereby Terms of Service, otherwise, the Client will be charged with an additional fee in line with the **Table of Fees clauses 4.2, 4.5 and 4.6.**

IX. Duration of Rental

1. Duration of Rental of the Bike commences at the time of Bike release, in accordance with Chapter VIII clause 2. of the Terms of Service. It is completed upon Bike Return, in accordance with Chapter XII of the Terms of Service
2. The Client is obliged to return the Bike whilst not exceeding the maximum Duration of Rental, that is, within 12 hours. Exceeding the maximum Duration of Rental results in the calculation of the Fee for exceeding the 12-hour period of rental in accordance with the **Table of Fees clause 4.1.**

Calculation of the fee for exceeding the Maximum Duration of Rental shall not exclude the obligation to make the payment for using the Bike in line with clauses 1.1 and 3.1 of the **Table of Fees** in the Metrorower System.

X. Parking

1. The Operator allows the possibility of parking Bikes throughout the Duration of Rental. The use of Parking function is not equivalent to Bike Return.
2. Parking function is available solely in the Metrorower Mobile Application. After selecting it one must manually close the O-lock Blockade. In order to complete the Parking one must select the option of resuming the ride in the Metrorower Mobile Application. The O-lock blockade will open automatically.
3. The duration of Parking shall be calculated into the Duration of Rental or it shall be deducted from the daily time allowance under the Subscription Plan or the daily time allowance when using the Metrorower System by Clients of the GZM Transport System or holders of the MAX TICKET Tarriff tickets in the Koleje Śląskie system.

XI. Failures and repairs

1. The Bike which is unfit for further ride should be immediately reported to CC by phone or via the Metrorower Mobile Application after noticing the failure. With the submission of failure through the Mobile Application it is preferable to attach a photograph of the failure. Lack of attached photograph shall however not determine the effectiveness of submission.
2. The Bike with a minor failure but fit for further ride should be immediately reported to CC by phone or via the Metrorower Mobile Application after noticing the failure.
3. Self-repairs, modifications or replacements of any parts within the rented Bike are forbidden. The only authorized entity to perform these actions is the Operator.
4. The Client is obliged to be able to establish contact with the CC throughout the whole Duration of Rental.
5. In case of failures in the form of lack of O-lock blockade closing, that is, lack of possibility of returning the rented Bike, solely submissions made by phone to CC by the Client standing by the Bike which cannot be returned shall be considered effective.

XII. Bike Return

1. Bike Return occurs through manual closure of the O-lock blockade
2. The Metrorower Bike return is possible via one of the following manners:
 - 2.1 **Standard Return** – Bike Return at the Metrorower Station, post Rental from the Metrorower Station,
 - 2.2 **Premium Return** – Bike Return to the Metrorower System Station after Rental from outside the Metrorower System Station (bonus amounts are specified in the **Table of Fees, clauses 1.4 and 3.4.**),
 - 2.3 **Paid Return** – Bike Return outside the Metrorower Bike System Station but within the Return Area (fees for paid returns are specified in the **Table of Fees, clauses 1.3 and 3.3.**)
3. In case of Bike Returns at the Metrorower System Station or within the designated Return Area, the Client shall be obliged to return the Bike through closing the O-lock blockade. The Bike must be returned in such a way so as to be stably standing on wheels, supported by the bike leg in a manner that does not hinder the pedestrian and bike traffic. Correct Bike Return will be confirmed via a sound signal and PUSH notification in case of switching on this functionality in the Metrorower Mobile Application by the Client. The Client is obliged to ensure, through the Metrorower Mobile Application or contact with CC, that the Bike was correctly returned.
4. Completion of Bike Rental in the Return Area or outside of the station shall be burdened with a Fee for abandoning the Bike outside the Station in the Return Area (as per **Table of Fees clauses 1.3**

and 3.3) with the exception of situations in which Bike Rental lasted less than 3 minutes and the location of the Bike Return is within a distance of less than 50 meters from the place of Bike Rental commencement.

5. The bonus for the Premium Return (as specified in Chapter XII, clause 2.2) shall be calculated if another Client than the Client who returned the same Bike outside the Metrorower System Station delivers it to the Metrorower System Station. The means from such Premium Returns are non-refundable and used for future rides in the first order, prior to the means paid in by the Client.
6. The Client is obliged to correctly return and secure the Bike, as specified in Chapter XII clause 2., subject to Chapter XI, clause 5. Failure to adhere to this obligation may result in:
 - 6.1 calculation of fees for Bike Rental in accordance with the **Table of Fees**, clauses **1.1 and 3.1** and in case of rentals exceeding 12 hours, calculation of additional fee in accordance with the **Table of Fees** clause **4.1.** (with the exception of situations referred to in Chapter XI, clause 5 - submission of failure of the O-lock blockade),
 - 6.2 calculation of the fee for loss, theft or damage of the Bike, in accordance with the **Table of Fees, clause 4.2,**
 - 6.3 calculation of the fee for Bike Return in a hardly-accessible location (a hardly-accessible location shall be understood as, for example. closed parking lots by shopping malls, closed housing estates, private estates and other hardly accessible places such as dense bushes, ducts, garages and locked buildings, roofs etc.) in accordance with the **Table of Fees, clause 4.6.**
 - 6.4 calculation of the fee for Bike Return outside the Area of the Metrorower System functioning at a distance exceeding 10 km with the closest Station in line with the Table of Fees, clause **4.5.,**
 - 6.5 calculation of the fee for Bike Return in the Non-authorized Area in accordance with the **Table of Fees, clause 4.6.,**
 - 6.6 calculation of the fee for abandoning the rented Bike without protection in accordance with the **Table of Fees, clause 4.3.**

All Fees specified in clauses 6.1 – 6.6 sum up.

7. In case when during Bike Rental an accident or collision occurs, the Client is obliged to write a statement or call the Police to the site. Furthermore, in case of occurrence of the above event, the Client is obliged to inform CC of this fact no later than within 24 hours post the occurrence of the event.

XIII. Fees in the Metrorower System

1. The fees are calculated in accordance with the Table of Fees of the Metrorower System constituting Appendix no. 1 to the Terms of Service available at <https://metrorower.transportgzm.pl/> or in the Metrorower Mobile Application.
2. The fee for Bike Rental shall be payable for the time calculated from the moment of Bike Rental to the moment of Bike Return.
3. The fee for a single Bike Return is a sum of means for the subsequent time intervals of using the Bike in line with the **Table of Fees, clause 1.1.**
4. In case of leaving the Bike outside the Station, but in the Return Area, the Operator shall additionally charge an automatic Fee for abandoning the Bike outside the Station in the Return Area (the so-called Paid Return) in line with the **Table of Fees, clause 1.3.**
5. The Client with a season ticket in the GZM Transport system or a ticket in the MAX BILET Tariff in the Koleje Śląskie system may use the Bike for a total of up to 60 minutes per day, regardless of the number of subsequent rentals. Unused time is not cumulative and does not carry over to the next day.

6. If the Client with a season ticket in the GZM Transport system or the ticket in the MAX BILET Tariff rents several bikes at the same time, only the first rental will be billed within the scheduled time. Other rentals will be billed in accordance with the **Table of Fees, clause 1.1.** (Single rental fee)
7. Within Subscription plans the settlement period commences at the time of recording payment for a given Subscription plan in line with the **Table of Fees, clause 2** on the Operator's bank account. The Client may possess only one active Subscription plan at a given point in time.
8. The Subscription plan authorizes the Client to use the Bike solely for a maximum period of 60 minutes per day regardless of the number of subsequent Bike rentals conducted by the subscription plan owner. Unused time within the Subscription plan does not accumulate nor is it transferred onto the following day.
9. In case when the anticipated Duration of Rental under the Subscription plan for a given day shall be used, subsequently lasting or subsequent Bike Rental on the same day shall be settled in line with the **Table of Fees clause 3.1**
10. If a single Client is entitled to use the Metrorower System without additional fees for renting a Bike in the Metrorower System for up to 60 minutes per day under:
 - 10.1 the conducted integration in the Metrorower System and a medium- or long-term ticket in the GZM Transport system, or
 - 10.2 the conducted integration in the Metrorower System and a Max Ticket in the Koleje Śląskie system, or
 - 10.3 a subscription plan,
 the time allocated under the above entitlements is cumulative and settled in the following order:
 - 10.4. 60 minutes allocated under integration in the Metrorower System and a Max Ticket in the Koleje Śląskie system
 - 10.5. 60 minutes available as part of the completed integration in the Metrorower System and an existing medium- or long-term ticket in the GZM Transport system;
 - 10.6. 60 minutes available as part of the existing subscription Plan.
11. In case the planned Rental Time in the framework of the existing medium- or long-term ticket in the GZM Transport system or the existing Max Ticket tariff ticket in the Koleje Śląskie system and the completed integration in the Metrorower System for a given day is used up, the ongoing or subsequent Bike Rental on the same day will be billed in accordance with the Table of Fees, clause 1.1;
12. In case of Rental on Client account of the Subscription plan holder of several Bikes at once, only the first rental shall be settled as part of this plan. The remaining rentals shall be settled in line with the **Table of Fees, clause 1.1.** (Fee for single Rental).
13. The Subscription plan shall be automatically renewed. It is possible to automatically cancel the renewal of the plan by means of the Metrorower Mobile Application or the website.
14. Changes in the ongoing Subscription plan (whose term of validity has already commenced) to another type available as part of the Plan shall be possible solely in situations when the change concerns shifting the monthly subscription into the semi-annual or annual subscription and when it takes place prior to the expiry of 2 weeks from the term of validity of the ongoing subscription at the latest.
15. In other cases, the ongoing subscription may be modified into another available type solely after the expiry of the term of its validity.
16. The Operator shall be entitled to calculate Additional Fees in line with the **Table of Fees, clause 4.** Calculation of additional fee shall be communicated to the Client each time by the Operator at least via an email. The Client shall furthermore receive a PUSH notification with an information about calculating the additional fee if this functionality is switch on in the Metrorower Mobile Application. In

particular, in a situation when the Client returns the Bike within the Non-authorized Area, the additional fee shall be automatically calculated in line with the **Table of Fees, clause 4.6**.

17. Bike Return outside the Area of functioning of the Metrorower System at a distance above 10 km from the closest Station shall be treated as theft, loss or damage to the Bike. In such cases, the Operator shall be entitled to calculate Additional Fees in line with the **Table of Fees, clause 4.2 and 4.5**.
18. Upon Client request, in case of finding or returning the Bike by the Client to the Operator within 30 days from him obtaining information from the Operator about the Bike having been lost, the fee in line with the **Table of Fees, clause 4.2** shall be decreased in such a way so that each day starting from the day following the day of obtaining information that the Bike was lost to the day of finding and returning the Bike, the Client shall pay 1/30 of the fee. In justified cases, the Fee for theft, loss or damage may be cancelled.
19. If the charged fees for the Duration of Rental or for Additional Fee exceed the funds available, the Client is obliged to top up their Account at least to achieve the balance equal to PLN 0 within 7 days from occurrence of the overdue balance. In case of failure to settle overdue payments, the Operator reserves the right to commence adequate legal steps against the Client, targeted at obtaining the payment on account of the realized Agreement. The Operator shall be entitled to calculate statutory interest for any delays in payments of amounts due from the date of their maturity until the factual day of performing payments in the full amount. The Client is obliged to fulfil the obligations stemming from the hereby paragraph towards the Operator in line with the conditions specified in Art. 393 of the Civil Code. The Client acknowledges that the Metrorower Operator is entitled to transfer the overdue receivables towards the Client, stemming from the Agreement concluded with him, onto third parties, which will entitle these third parties to pursue the said receivables from the Client. The Metrorower Operator reserves the right to entrust pursuing receivables from the Client to the debt-recovery company. Debt collection may also be carried out directly by the Client itself, or by a third party or by a debt collection agency acting on behalf of the Client.
20. The Client shall be entitled to submitting complaints in each case of calculating the Additional Fee and the Operator shall be obliged to consider them in the mode specified in Chapter XIV.
21. Reimbursement of the Client Account balance amount may be conducted post termination of the Agreement. In the course of the Agreement, the top-up amount is not subject to reimbursement. In the complaint mode the Client may apply for reimbursement of the top-up amount in the course of Agreement validity. Non-used payments made by the Client to the Client Account as the Initiation Fee or the Top-up Amount shall remain on the Client Account until termination of the Agreement and they shall be subject to reimbursement in cases and in the mode specified in the relevant provisions of Chapters XV, XVI or XVII. The amounts paid but not used by Clients shall be reimbursed also after the agreements connecting the Operator and the Ordering Party have terminated. A condition for reimbursement of funds shall be the indication by the Client of the manner of reimbursement conduct after obtaining by the Operator of the information regarding completion of validity of the Agreement between the Operator and the Ordering Party. In case of failing to return the funds by the Operator the Client ought to inform the Ordering Party of this fact.

XIV. Complaints

1. A complaint is an expression of discontent by a Client on account of the provided service or the course of process related to the provided service (including it may concern cases specified in Chapter XIII clauses 14-19).
2. Complaints ought to contain at least such data as: first name, surname, email address linked to the Client Account, telephone number, allowing for Client identification. In case of lack of data enabling Client identification, the Operator reserves the right to contact the Client in order to supplement the missing information.
3. All complaints concerning the services provided on the basis of the Terms of Service may be submitted:

- 3.1 via electronic means to the email address indicated in Chapter I clause 3.
 - 3.2 via electronic means through the contact form available on the website,
 - 3.3 through the Metrorower Mobile Application,
 - 3.4 via telephone by means of CC,
 - 3.5 via registered letter to the address of the Operator, specified in Chapter I clause 3.
4. If data contained within the complaint require supplementation, the Operator requests that the complaining person supplements the complaint within the indicated scope prior to reviewing the complaint. Prior to considering complaints, the Operator may also turn to the Client with a request to supplement, at a designated time, data on the Account, indication of which is required by the provisions of the Terms of Service. In case of lack of data the Operator will leave such submission unattended.
 5. The recommended term for submission of complaints amounts to 7 days from the date of occurrence of the event which constitutes the cause of a given complaint.
 6. Submitting a complaint does not release the Client from the obligation of a timely realization of the obligations towards the Operator.
 7. The Operator shall consider the complaint within the term of 14 days from the date of its receipt. In case of the necessity to supplement the complaint, the term for reviewing the complaint commences on the day of receipt of documents by the Operator which supplement the complaint or which provide additional explanations/information.
 8. Response to the complaint shall be posted to the Client via electronic post or traditional post to the correspondence address in a manner specified in the complaint. The Operator may post a response to an alternative address / email address indicated by the Client submitting the complaint within the correspondence.
 9. The Client may appeal against a decision issued by the Operator in response to the submitted complaint. The appeal will be considered within 14 days of its receipt by CC. The appeal ought to be submitted in one of the following manners:
 - 9.1 via electronic means to the email address indicated in Chapter I clause 3,
 - 9.2 via electronic means through the contact form available on the website,
 - 9.3 via registered letter to the address of the Operator, specified in Chapter I clause 3.

XV. Withdrawal from Agreement

1. The Client may withdraw from the Agreement concluded with the Operator – pursuant to the provisions of law, without giving any reason, within 14 days from the date of its conclusion. The deadline shall be deemed met if, before its expiry, the Client sends a statement of withdrawal from the Agreement to the Operator
2. The Client may withdraw from the Agreement by:
 - 2.1 via an email address of the Operator indicated in Chapter I clause 3 of a written statement on withdrawal from Agreement. Sample document is available on the following website: <https://metrorower.transportgzm.pl/odstapienie-od-umowy/>
 - 2.2 sending via registered letter to the address of the Operator, specified in Chapter I clause 3 of a written statement on withdrawal from Agreement. For this purpose, the Client may use the withdrawal form contained in Annex no. 2 to the Act of 30 May 2014 on Consumer Rights (consolidated text, Journal of Laws 2024, item 1796), however, this is not obligatory.
3. In case of withdrawal from the Agreement, the Agreement is treated as non-concluded. In case of withdrawal from the Agreement each party is obliged to return to the other party all the items it obtained on the basis of the Agreement. The return of services occurs no later than within 14 days

from the day of receipt by the Operator of the declaration regarding withdrawal from the Agreement. Payment reimbursement is performed by means of the same methods of payment which were used by the Client in the course of initial transaction unless the Client indicates another solution within the declaration of withdrawal from Agreement. Other solutions ought to be indicated by the Client within the submitted declaration.

4. Should, pursuant to the demand of the Client, the execution of service commence prior to the expiry of the term of withdrawal from Agreement, the Client is obliged to pay for the services fulfilled until the moment of withdrawal from Agreement. In case of the Subscription plan the amount of payment shall be calculated proportionally to the scope of fulfilled provision. The reimbursement of means remaining on the account occurs no later than within 14 days from the day of receipt by the Operator of the declaration regarding withdrawal from the Agreement.

XVI. Termination of the Agreement upon application of the Client

1. Termination of the Agreement ought to contain such data as: first name, surname, telephone number linked to the Client Account, bank account number (in cases specified in Chapter XVI clause 6) and first name and surname of the bank account owner.
2. The Client has the right to terminate the Agreement. Termination may be submitted by the Client in the following manner:
 - 2.1. via electronic means to the email address indicated in Chapter I clause 3.
 - 2.2. via electronic means through the contact form available on the website,
 - 2.3. via electronic means through the contact form available in the Metrorower Mobile Application,
 - 2.4. via registered letter to the address of the Operator, specified in Chapter I clause 3.
3. Termination of the Agreement, which signifies cancellation of the Subscription plan in case when the Client is not the owner at the time of submission of the termination, shall occur within 14 days from the date of delivery of the termination to the Operator. Liquidation by the Operator of Client Account within the Metrorower System shall be the result of Agreement termination.
4. Prior to submitting Agreement termination notification the Client is obliged to settle or overdue payments and top up the means on the Client Account to reach the balance of 0 PLN. Termination of Agreement in a situation where Client Account balance is negative shall remain without effect on the Operator's right to pursue the amount equal to the unsettled liabilities of the Client for the Operator's provision of services.
5. If funds on Client account exceed 0 PLN, on the day of Agreement termination these funds shall be returned to the Client at the indicated bank account. The termination of the Agreement takes effect within 14 days from the date of receipt of the termination of Agreement. In case when reimbursement of funds is related to the necessity of incurring additional costs on the side of the Operator in the form of transfer costs, these costs shall be deducted from the means to the reimbursement of which the Client is entitled.
6. If the Client possesses an active Subscription plan on the date of Agreement termination, the funds shall be returned to the bank account number specified by the Client. The amount of funds' reimbursement shall be calculated proportionally to the scope of fulfilled provision. The termination of the Agreement takes effect within 14 days from the date of receipt of the termination of Agreement. In case when reimbursement of funds is related to the necessity of incurring additional costs on the side of the Operator in the form of transfer costs, these costs shall be deducted from the means to the reimbursement of which the Client is entitled.

XVII. Termination of the Agreement by the Operator

1. The Operator may terminate the Agreement subject to the 7-day notice period in the event of occurrence of a significant cause, such as in particular: liquidation of the Metrorower System or ceasing of operations or change of the scope of the Metrorower System operations.

2. Termination of Agreement for the provision of services via electronic means by the Operator shall occur through sending a statement of termination of Agreement for the provision of services via electronic means to the electronic post address of the Client specified in Client Account or via submission of declaration to the Client in any other manner provided for by the law.
3. In case when Client Account is liquidated, provided that the means on Client Account exceed PLN 0 on the day of Agreement termination, these shall be returned to the bank account specified by the Client. Reimbursement of funds shall occur within the maximum of 14 days from the date of receipt of notification concerning the manner of reimbursement of these funds.
4. In case when the Client Account is liquidated, provided that the Client has an active Subscription plan, the means from the Subscription plan shall be returned at the level proportional to the scope of fulfilled provisions to the moment of expiry of the period of termination to the bank account number specified by the Client. Reimbursement of funds shall occur within the maximum of 14 days from the date of receipt of bank account number information.

XVIII. Account blockade

1. The Operator reserves the right to temporarily block Client Account in the course of Explanatory Proceedings or to permanently block Client Account in case of a blatant breach of provisions of use of Bikes concluded in the hereby Terms of Service.
2. In particular, the account blockade may occur, when the Client:
 - 2.1. failed to provide personal data specified in Chapter VI clause 3.
 - 2.2. uses the Bike not in compliance with its designation,
 - 2.3. leaves the Bike unsecured during the Duration of Rental at the fault of the Client.
- 2.4. Account Blockade may occur also in case when the Bike has been lost by the Client in the course of its Rental and the Client failed to report this fact to the Operator in line with the hereby Terms of Service.
- 2.5. In case of Account Blockade due to circumstances for which the Client bear responsibility, the means for the unused time under the Subscription plan for this Client may be allocated towards additional fees.
- 2.6. Permanent Blockade of Client Account prevents any future setting up of subsequent Accounts and constitutes termination of Agreement with the Client due to his/her fault.

XIX. Final provisions

1. The Acceptance of these Terms of Service and the Rental of a Bike signifies that the Client undertakes to use the Bike responsibly, including in accordance with legal provisions and taking into account their own health, abilities, and skills. Persons under 16 years of age also undertake to wear a helmet.
2. The Operator reserves the right to terminate the Agreement with a notice of 14 days in case the Client breaches the provisions of the hereby Terms of Service (i.e. lack of acceptance of the new Terms of Service, non-return of the Bike at the required time) while the Client is entitled, in respect of the Operator, to submit claims related to the return of means on the Client Account, provided that they were not used by the Operator previously to cover the payable liabilities chargeable to the Client.
3. In the event of services of permanent nature (i.e. Account maintenance) the Terms of Service may be modified due to a significant cause, such as:
 - 3.1 change of legal regulations or their interpretation justifying the need for changes in the Terms of Service,
 - 3.2 change in the service, including in the scope or manner of its provision,
 - 3.3 introduction of a new service,

3.4 Discontinuation of provision of services entirely or partly,

3.5 reasons related to privacy protection, safety and prevention of abuses,

3.6 removal of potential doubts or interpretation ambiguities,

3.7 change of data specified in the Terms of Service, including the Operator's data.

Any modifications come into force within 14 days from the date of notifying the User of changes to the Terms of Service through publishing them on the internet website and sending them to the User's email address. In the event of lack of acceptance of changes in the Terms of Service, the Client may terminate the Agreement effective immediately by submitting the statement of termination no later than within 14 days from the date of being notified of changes in the Terms of Service.

4. In the event of services of one-off nature (i.e. single ride) or services paid upfront, in each case the version of the Terms of Service valid at the moment of ordering the service is binding in each case.
5. In case of all matters unresolved in the hereby Terms of Service the binding legal provisions of the Polish law shall apply and, in particular, the provisions of the Civil Code and the Act on Road Traffic.
6. In case of any discrepancies between the Polish and the foreign language version of the Terms of Service, the Polish version of the document shall prevail.

Attachment 1 Table of Fees

1. Pricelist for Bikes in the Metrorower System																																																				
		<table border="1"> <thead> <tr> <th>Time range</th> <th>Gross value</th> </tr> </thead> <tbody> <tr><td>from 1 to 30 minutes</td><td>PLN 1</td></tr> <tr><td>from 31 to 60 minutes</td><td>PLN 1.50</td></tr> <tr><td>from 61 to 90 minutes</td><td>PLN 2</td></tr> <tr><td>from 91 to 120 minutes</td><td>PLN 2.50</td></tr> <tr><td>from 121 to 150 minutes</td><td>PLN 3</td></tr> <tr><td>from 151 to 180 minutes</td><td>PLN 3.50</td></tr> <tr><td>from 181 to 210 minutes</td><td>PLN 4</td></tr> <tr><td>from 211 to 240 minutes</td><td>PLN 4.50</td></tr> <tr><td>from 241 to 270 minutes</td><td>PLN 5</td></tr> <tr><td>from 271 to 300 minutes</td><td>PLN 5</td></tr> <tr><td>from 301 to 330 minutes</td><td>PLN 5</td></tr> <tr><td>from 331 to 360 minutes</td><td>PLN 5</td></tr> <tr><td>from 361 to 390 minutes</td><td>PLN 5</td></tr> <tr><td>from 391 to 420 minutes</td><td>PLN 5</td></tr> <tr><td>from 421 to 450 minutes</td><td>PLN 5</td></tr> <tr><td>from 451 to 480 minutes</td><td>PLN 5</td></tr> <tr><td>from 481 to 510 minutes</td><td>PLN 5</td></tr> <tr><td>from 511 to 540 minutes</td><td>PLN 5</td></tr> <tr><td>from 541 to 570 minutes</td><td>PLN 5</td></tr> <tr><td>from 571 to 600 minutes</td><td>PLN 5</td></tr> <tr><td>from 601 to 630 minutes</td><td>PLN 5</td></tr> <tr><td>from 631 to 660 minutes</td><td>PLN 5</td></tr> <tr><td>from 661 to 690 minutes</td><td>PLN 5</td></tr> <tr><td>from 691 to 720 minutes</td><td>PLN 5</td></tr> </tbody> </table>	Time range	Gross value	from 1 to 30 minutes	PLN 1	from 31 to 60 minutes	PLN 1.50	from 61 to 90 minutes	PLN 2	from 91 to 120 minutes	PLN 2.50	from 121 to 150 minutes	PLN 3	from 151 to 180 minutes	PLN 3.50	from 181 to 210 minutes	PLN 4	from 211 to 240 minutes	PLN 4.50	from 241 to 270 minutes	PLN 5	from 271 to 300 minutes	PLN 5	from 301 to 330 minutes	PLN 5	from 331 to 360 minutes	PLN 5	from 361 to 390 minutes	PLN 5	from 391 to 420 minutes	PLN 5	from 421 to 450 minutes	PLN 5	from 451 to 480 minutes	PLN 5	from 481 to 510 minutes	PLN 5	from 511 to 540 minutes	PLN 5	from 541 to 570 minutes	PLN 5	from 571 to 600 minutes	PLN 5	from 601 to 630 minutes	PLN 5	from 631 to 660 minutes	PLN 5	from 661 to 690 minutes	PLN 5	from 691 to 720 minutes	PLN 5
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1. Pricelist for Bikes in the Metrorower System		
1.3	Fee for abandoning the Bike outside the Station in the Return Area (Paid Return)	PLN 10
1.4	Bonus for escorting the Bike to the Station (Premium Return)	PLN 5

2. Types of Subscription plans				
	Name	Duration of validity	Number of minutes	Gross value
2.1.	monthly	30 days	60 minutes/day	PLN 29.90
2.2.	Semi-annual	180 days	60 minutes/day	PLN 129.00
2.3.	Annual	365 days	60 minutes/day	PLN 239.00

3. Pricelist for Bikes in the Metrorower System after using up the package of minutes under the Subscription plan				
3.1.	Fee for Bike Rental		Time range	Gross value
			from 1 to 30 minutes	PLN 2
			from 31 to 60 minutes	PLN 2.50
			from 61 to 90 minutes	PLN 3
			from 91 to 120 minutes	PLN 3.50
			from 121 to 150 minutes	PLN 4
			from 151 to 180 minutes	PLN 4.50
			from 181 to 210 minutes	PLN 5
			from 211 to 240 minutes	PLN 5
			from 241 to 270 minutes	PLN 5
			from 271 to 300 minutes	PLN 5
			from 301 to 330 minutes	PLN 5
			from 331 to 360 minutes	PLN 5
			from 361 to 390 minutes	PLN 5

3. Pricelist for Bikes in the Metrorower System after using up the package of minutes under the Subscription plan			
		from 391 to 420 minutes	PLN 5
		from 421 to 450 minutes	PLN 5
		from 451 to 480 minutes	PLN 5
		from 481 to 510 minutes	PLN 5
		from 511 to 540 minutes	PLN 5
		from 541 to 570 minutes	PLN 5
		from 571 to 600 minutes	PLN 5
		from 601 to 630 minutes	PLN 5
		from 631 to 660 minutes	PLN 5
		from 661 to 690 minutes	PLN 5
		from 691 to 720 minutes	PLN 5
3.2.	Fee for Bike Reservation		PLN 1
3.3.	Fee for abandoning the Bike outside the Station in the Return Area (Paid Return)		PLN 10
3.4.	Bonus for escorting the Bike to the Station (Premium Return)		PLN 5

4. Additional fees*			
4.1.	Fee for exceeding the 12-hour time limit of rental		PLN 200
4.2.	Fee for theft, loss or damage of bike		PLN 5000
4.3.	Application of improper protections, including leaving the rented Bike without protection		PLN 200
4.4.	Riding a bike by more than one person		PLN 100
4.5.	Bike Return outside the Area of functioning of the Metrorower System at a distance above 10 km from the nearest Station		PLN 5000
4.6.	Bike Return in the Non-authorized Area (including in hardly-accessible places)		PLN 450
4.7.	Removal of applied protections		PLN 500
4.8.	Non-authorized ride		PLN 100

4.9.	Transporting the Bike via other means of transport (train, bus, car etc.)	PLN 50
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* Additional fees sum up..

5.	Other	
5.1.	Initial fee	PLN 10