

## MugiBIKE XL Parke Vitoria-Gasteiz

1. **Register via the Parke [MugiBIKE XL Parke](#) Parke form.** The purpose of this registration is to take note of your interest in participating in the *MugiBIKE XL Parke* pilot project, which is experimental and **temporary**. Access to the programme will be granted on a **first-come, first-served basis**.
2. **Register in the [MugiBIKE XL](#) app of UTE MoFif Vitoria**, the company responsible for managing the initiative, in order to contract the long-term rental of an electric bicycle. The rental service is established solely and directly between the user and UTE MoFif Vitoria. By registering, you accept the [general terms and conditions](#) of use of the service, which govern how the service operates as well as the obligations of the parties. **It is essential that you read these conditions carefully and understand the commitments you accept** with UTE MoFif Vitoria, especially regarding the use of the bicycle, potential damage, and applicable penalties. These conditions fully regulate the contractual relationship between the user and UTE MoFif Vitoria.
3. **Nature of Parke's involvement.** Parke acts exclusively as a promoter and facilitator of the pilot project, limited to channelling users' interest. Therefore, Parke does not intervene in the provision of the service, its operational management, nor does it set contractual terms, prices, or conditions of use, nor does it participate in billing or payment processes.
4. If you register in the [MugiBIKE XL](#) app with **an email address different** from the one used in the Parke form, you **must inform** us at [cs.araba@parke.eus](mailto:cs.araba@parke.eus). Otherwise, Parke cannot guarantee the correct identification of the participant in the project.
5. **To complete your registration in [MugiBIKE XL](#) and be eligible for a bicycle, activation is required.** To do so, you must go to the station indicated by the app and, at the bicycle, follow the steps shown in the app. **This does not mean you can use the bicycle immediately**; instead, you will be added to the **MugiBIKE XL waiting list**. Within a maximum of 48 hours, you will receive confirmation of your inclusion in the list. The waiting list is managed by UTE MoFif Vitoria.
6. When a bicycle becomes available, which may take from several days to several weeks, you will be notified via the app. At that point, you will be able to **confirm whether there is available credit** for the financial incentive. The availability of bicycles or credit may be delayed or exhausted without generating any right to compensation.

7. To start using the bicycle, you must go to the station indicated in the app and follow the required steps. **The monthly cost of the service will be charged to your bank card by UTE MoFif Vitoria** and will automatically renew each month (unless you cancel earlier) for **up to a maximum of 3 months**. The rental period begins when you collect the bicycle, and **one month is defined as 30 days from that start date**, not necessarily coinciding with the calendar month. Parke does not intervene in these charges, renewals, or financial conditions.
8. You have full freedom to **use the bicycle for personal purposes** in accordance with the provider's conditions. **Maintenance and on-demand repairs** are included and can be managed directly through the UTE MoFif Vitoria app.
9. At the end of each rental month, if you have met the requirement of **at least 8 trips per month between Vitoria-Gasteiz and Parke** (each trip includes both the journey from Vitoria-Gasteiz to Parke and from Parke to Vitoria-Gasteiz), and **provided that credit is available in the programme**, an incentive may be applied consisting of reimbursement of the cost of the service for that completed month. The available credit for this pilot project is **limited** and will be granted on a **first-come, first-served basis**. Reimbursement is not guaranteed. Meeting the requirements does not automatically entitle you to reimbursement if the available credit has already been exhausted.
10. Trips completed in each month **cannot be carried over** to the following month.
11. Participation in the programme involves the processing of personal data by independent controllers: (i) UTE MoFif Vitoria, in relation to the provision of the service, and (ii) Parke, in relation to the management of the registration form and verification of the incentive. By registering, **the user authorises UTE MoFif Vitoria to communicate to Parke solely whether the required number of trips for the incentive has been met or not**. Detailed geolocation data or specific journey information will not be shared—only confirmation of compliance or non-compliance with the requirement.

**The long-term rental service is established exclusively between the user and UTE MoFif Vitoria. Parke assumes no responsibility for incidents arising from the provision of the service, its availability, billing, maintenance, damages, penalties, or contractual disputes between the user and UTE MoFif Vitoria, except where such liability cannot be legally excluded or limited.**

**Any incident related to bicycle use, maintenance, repairs, billing, charges, penalties, or service operation must be addressed exclusively to UTE MoFif Vitoria as the service provider.**