



## How much does bicycle rental cost?

1. renting a bike for 1-hour (up to 60 consecutive minutes): **2,50 €**  
(If the time limit is exceeded, the fee will always be extended by one hour at €2.50 per hour)
2. renting a bike for 3-hours (up to 3 consecutive hours): **6 €**  
(If the time limit is exceeded, the fee will always be extended by one hour at €2.50 per hour)
3. renting a bike for 5-hours (up to 5 consecutive hours): **9 €**  
(If the time limit is exceeded, the fee will always be extended by one hour at €2.50 per hour)
4. renting a bike for a whole day (up to consecutive 24 hours): **15 €**  
(If the time limit is exceeded, the fee will always be extended by one hour at €2.50 per hour)
5. renting a bike for 2 days (up to consecutive 48 hours): **22 €**  
(If the time limit is exceeded, the fee will always be extended by one hour at €2.50 per hour)
6. renting a bike for 3 days (up to consecutive 72 hours): **30 €**  
(If the time limit is exceeded, the fee will always be extended by one hour at €2.50 per hour)

## How do I rent a bike?

As a registered tenant/user you can **rent and return** bicycles **at all MietOn-Stations**. There are 2 ways to rent bikes.

**A** = Rental via QR code scan -> if you are at a MietOn station.

**B** = Rental via location selection -> if you are not at a MietOn station or cannot scan the QR code:

**A. Rental via QR Code Scan** -> If you are at a MietOn-Station (after successful registration):

1. **activate GPS & Bluetooth** on your smartphone (needed to find your location and open the lock).
2. select an appropriate bike at a MietOn station and scan the QR code (located on the front of the bike or on the bike frame). Alternatively, you can select the corresponding bike number in the MietOn app.
3. now choose the rental period (overview prices & payments)
4. select the payment method
5. unlock the bike lock by pressing the button "open lock".

Enjoy your ride!

**B. Rental via location selection** -> If you are not at a MietOn station or cannot scan the QR code (after successful registration).

1. select the location by clicking on "Locations".
2. choose a bike type
3. choose the rental period (overview prices & payments)
4. select the payment method -> after successful payment, the screen shows the current rental via "Active rental". Click on the rental to get to the selection list of available bikes.
5. select an available bike by clicking on a bike number

Repeat steps 1-5 to rent another bike.

6. open the bike lock (**activate GPS & Bluetooth**) when you are at the station.

## Which payment methods are accepted?

You can pay by PayPal or credit card (Visa, Mastercard, Amex, Barclaycard, Diners Club etc.). If you want to use PayPal as payment method, a PayPal account is required.

## Where are the MietOn stations located?

You will find our MietOn-Stations for bike rental as well as for returning bikes at our website ([mieton.de/en/stations/](https://mieton.de/en/stations/)) or at the MietOn-APP.

## Can I make a reservation?

Yes. A reservation we call a "pre-booking". You can rent bicycles even if you are not at the rental station. So you can rent a bike earlier but ride it later. See „How do I rent a bike → B“

## Can I unlock more than one bike with one phone?

Yes! With 1 account (1 smartphone) you can rent more than one bike. Repeat the same steps for each additional rental.

## How does the return of the bicycle work?

The rental bike can only be returned at the designated rental stations within a radius of 20 m.  
The return is to be completed via the button "End use" in the MietOn-APP.

## I can't connect to the lock after payment. What can I do?

If you have successfully completed the payment and cannot connect to the lock, first make sure that your **GPS & Bluetooth is activated** and wait a while until the APP has been connected to the lock. If you still can't connect, in most cases it will help to **close and restart the MietOn-APP** completely.

## I have a problem with the function of the bike or have noticed a defect - what can I do?

If you notice any damage or defect on the bike during the rental process, the bike must be parked at the nearest MietOn-Station (if possible) and the defect must be reported to us via MietOn-APP (in the section "End Rent") or by phone 0351 82874090. After checking the reason for the damage, the rental fee will be refunded to you.

## What should I do if a rental bike is stolen?

If the bicycle is stolen during the rental period, you must immediately report it to the relevant police department and also inform us of the theft by calling 0351 82874090.

## What happens if I damage a bicycle?

An unintentionally caused damage to the bicycle can always happen. If this is the case, the bicycle must be parked at the nearest MietOn-Station (if possible) and the damage must be reported to us via MietOn-APP (in the section "End Rent").

Alternatively also possible by phone call 0351 82874090.

More questions?

More answers: [mieton.de/en/faen/](https://mieton.de/en/faen/)

