

LyžeGoHome Rental Rules

(General Terms and Conditions for Sports Equipment Use)

Hello! We are thrilled you chose us for your winter equipment. To avoid complicated legal jargon, we've put together a few simple rules on how things work here and how to treat our gear. By signing the rental agreement, you agree to these rules.

1. How renting and paying works

- **Reservation and payment:** You can reserve equipment in person at our shop. The rental fee is paid right upon pick-up and is based on our current price list (available in the shop and at www.lyze-go-home.cz).
- **What to bring:** To sign the agreement, we will need your ID card or passport. **We prefer and kindly ask for a physical document**, as it greatly speeds up and simplifies the whole process. Since we do not collect any financial deposits, presenting a physical ID is an absolute necessity for us.

2. How to care for the equipment (on and off the slopes)

- **Where to ride:** Use the equipment only for its intended purpose. It sounds obvious, but please – do not ski or ride on rocks, dirt, parking lots, or anywhere without a continuous layer of snow. Normal wear and tear is perfectly fine, but deep gouges from rocks unfortunately are not.
- **Drying boots:** **Never dry ski or snowboard boots directly on heaters**, stoves, or in close proximity to them. The plastic parts can melt or deform.
- **No modifications:** Please do not drill into, modify, or alter the equipment in any way. Also, do not lend the gear to anyone else (the rental agreement is in your name).

3. Returning the equipment

- **When and where:** Please return the equipment on time and to the location where you rented it (unless we agree otherwise).
- **Keep it clean:** Please return the equipment wiped clean of snow and heavy dirt. For cross-country skis, please **remove any grip wax**. If you are unable to clean the equipment, we will unfortunately have to charge a small cleaning fee.
- **If you are delayed:** We understand that the mountains are beautiful and sometimes stays get extended. If you don't return the gear on time, we will charge you for the extra days according to the standard price list.
- **Early return:** If you decide to return the equipment earlier than agreed upon, we unfortunately do not refund money for the unused days.

- **If we don't hear from you:** If you fail to return the equipment on time and do not contact us to extend the rental, we are legally obliged to report it to the police as unauthorized use of someone else's property. Always give us a call instead!

4. What if something breaks, gets lost, or an injury occurs

- **Protection Package:** You can conveniently purchase a **Protection Package** with your rental, which covers you for unintentional damage to the material (e.g., a broken pole, damaged edge). We highly recommend it!
- **Damage (without the Protection Package):** If you do not purchase the Protection Package and the equipment gets damaged due to negligence (e.g., riding off-snow, boots burned on a heater), we will have to request payment for the repair according to our service price list, or payment for the destroyed part.
- **Theft and loss:** You are responsible for the rented equipment, even if you purchased the Protection Package. If it gets stolen or you lose it, you will unfortunately have to reimburse us for the damages incurred.
- **Health and injuries:** We are not responsible for your health or any potential injuries while riding. Please ride carefully and stay safe!

Thank you for treating our equipment nicely. We wish you plenty of wonderful experiences on the snow!

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