



TERMS OF USE – JUNGLE BIKE

Last updated: 28/09/2026

This translation is provided for information purposes. In the event of any discrepancy, the French version prevails.

Key points

- Jungle Bike enables Users to find a bike or scooter Repairer and book an appointment online. Use of the Platform is free of charge for the User.
- Jungle Bike acts solely as an intermediary: the repair is carried out by the Repairer, who sets their own prices and terms. The repair contract is entered into between the User and the Repairer.
- The price displayed at the time of booking is indicative: it covers labour, excluding spare parts, and may change after diagnosis. It constitutes neither a quote nor an invoice.
- No payment is required at the time of booking. The Repair Service is paid directly to the Repairer.
- Not all Repairers service all bikes: before booking, the User checks that the Repairer works on their bike.
- Published Reviews are verified: only Clients who have had an appointment may leave one.
- The User may close their Account at any time.

Article 1 – Publisher of the Platform

The Jungle Bike Platform is published by JungleBike SAS, with share capital of 2,603.42 euros, whose registered office is at 254 rue Vendôme, 69003 Lyon, France, registered with the Lyon Trade and Companies Register (RCS) under number 892 455 734, intra-Community VAT number FR83892455734 ("Jungle Bike").

Publication director: the legal representative of JungleBike SAS.

Hosting provider: OVH SAS, 2 rue Kellermann, 59100 Roubaix, France.

Customer service: available by email at jeanne@junglebike.fr (France, Luxembourg, the Netherlands and Germany), jana@junglebike.ch (Switzerland) or jana@junglebike.be (Belgium), Monday to Friday, 10 am to 7 pm.

Article 2 – Definitions

In the Terms, the following terms have the meaning given below. The singular includes the plural and vice versa.

- **Jungle Bike Workshop:** a listing published by Jungle Bike on the Platform under the title "Jungle Bike Workshop", as defined in article 7.
- **Review:** the rating published by a Client on the Platform following an appointment with a Repairer.
- **Terms of Use or Terms:** these general terms of use.
- **Client:** the User who searches for a Repairer, books an appointment or has a Repair Service carried out via the Platform.
- **Account:** the personal area created by the User on the Platform.



- **Content:** any text, photo, Review, message or other item published or transmitted by a User on the Platform.
- **Slot:** a time slot of availability published by a Repairer on the Platform.
- **Credentials:** the email address and password used to access the Account.
- **Platform:** the Jungle Bike website and application.
- **Repair Service:** any repair, maintenance or diagnostic service for a bicycle, an electrically assisted bicycle or a scooter, carried out by a Repairer.
- **Indicative Price:** the estimated labour price displayed by the Repairer at the time of booking, as defined in article 9.
- **Repairer:** the repair professional registered on the Platform to offer their Repair Services.
- **Services:** all the features offered to Users on the Platform (searching for Repairers, booking and managing appointments, Reviews, notifications).
- **User:** any person who uses the Platform, with or without an Account.

Article 3 – Purpose, acceptance and capacity

The Terms set out the conditions under which the User may use the Platform and the Services, as well as the rights and obligations of Jungle Bike and of Users. They apply to every User, including users of a bike made available under the Jungle Bike Fleet offer, whose managing company is otherwise bound to Jungle Bike by a separate contract.

The User accepts the Terms by ticking the box provided for this purpose when creating their Account or making their first appointment booking. This acceptance is equivalent to a signature. If the User does not accept all or part of the Terms, they must not use the Services. The Terms remain available for consultation and download at any time on the Platform, and Jungle Bike keeps proof of their acceptance (date, time and version accepted).

The Services are reserved for natural persons with the legal capacity to enter into commitments. A User who uses the Platform in the course of their professional activity declares that they are authorised to bind the entity they represent.

Article 4 – Creation and management of the Account

Browsing the Platform and searching for a Repairer are open to all. Booking an appointment in principle requires the creation of an Account. To create their Account, the User provides, in particular, their surname, first name, email address and telephone number, and chooses a password. A confirmation email is then sent to them. It is the User's responsibility to check that the address provided is correct.

The User undertakes to provide accurate, complete and up-to-date information, not to create a false identity and not to impersonate a third party. The User updates their information as soon as it changes. Jungle Bike is not liable if the User does not receive information or a Service because of inaccurate or outdated contact details.

Jungle Bike may verify, or have a specialised provider verify, a User's identity in the event of serious doubt. If the information provided is false, inaccurate or misleading, Jungle Bike may suspend access to the Account under the conditions of article 15.

The User may book an appointment for another person's bike (for example a family member), provided that they have that person's consent and provide accurate information. The User then remains responsible for compliance with the Terms for that appointment.



Article 5 – Technical access and security

Access to the Platform is free of charge for Clients. The User is responsible for their equipment, their Internet connection and the choice of a compatible browser or device; the related costs remain at their expense. The User is advised to protect their equipment (updates, antivirus software).

Credentials are personal and confidential. Any action carried out from the Account is deemed to have been carried out by the User who holds it. The User remembers to log out after each use on a public or shared device. In the event of loss, theft or fraudulent use of their Credentials, the User notifies customer service without delay or uses the "Forgot password" function.

Article 6 – Notifications

For the proper operation of the Services, Jungle Bike sends the User notifications by email, SMS, WhatsApp or within the application: receipt, confirmation, refusal, modification, cancellation and reminder of appointments, invitations to publish a Review, security alerts and important information about the Account or the Services. Some are sent on behalf of the Repairer, who is responsible for the information communicated in them (for example a change of time).

Notifications relating to appointments, security and the operation of the Account are essential and are sent regardless of the User's preferences. The User may at any time deactivate non-essential communications, including marketing communications, from their Account, via the unsubscribe link included in each email or by replying "STOP" to an SMS or WhatsApp message.

Jungle Bike is not liable for non-receipt of a notification due to incorrect contact details or to a technical cause beyond its control.

Article 7 – The role of Jungle Bike

Jungle Bike is an intermediation platform and a technical service provider. It enables the User to find a Repairer, view their Repair Services, Indicative Prices and Slots, and book an appointment.

Jungle Bike acts solely as an intermediary. The contract relating to the Repair Service is entered into directly between the User and the Repairer. Jungle Bike is not a party to that contract, does not itself carry out the Repair Services and does not intervene in their performance. The Repairer is solely responsible for the Repair Service, its quality, its diagnosis, its prices, its invoicing, its own terms (in particular cancellation terms) and the associated legal warranties. The Repairer carries on their business entirely independently.

Repairers are professionals. When they register, Jungle Bike verifies, in particular, their registration, their professional liability insurance and their proof of competence. They are paid by their Clients; Jungle Bike is paid by the Repairers (subscription and commissions). Jungle Bike does not charge the User any fee for using the Platform.

The ranking of Repairers in search results depends mainly on the location entered, the Repair Service sought and availability. Some Repairers may be promoted in return for payment: they are then identified by the label "Featured".

The Platform does not list every existing repairer: the User may not find a particular repairer in their area. The User remains free to choose their Repairer, on or off the Platform.

The information on each Repairer's page (description, Repair Services, Indicative Prices, opening hours, brands and types of bikes serviced, photos) is published under the Repairer's responsibility. As a hosting provider, Jungle Bike has no general obligation to monitor such content, but acts promptly when manifestly unlawful content is reported to it.



"Jungle Bike Workshops" are not repair workshops. The listings published on the Platform under the title "Jungle Bike Workshop" are points of contact enabling the User to reach Jungle Bike's customer service, in the manner of an after-sales service: to ask a question, be directed to a Repairer or obtain help with an appointment. No Repair Service is carried out by Jungle Bike in this context; Repair Services are always carried out by Repairers.

Article 8 – Search and appointment booking

8.1. Prior checks by the User

Each Repairer chooses the Repair Services they offer and the bikes and scooters they work on. **Not all Repairers repair all bikes:** some do not work on certain brands, certain types of bike (cargo bike, electrically assisted bicycle, road bike, etc.) or certain motors and batteries.

It is the User's responsibility to check, before booking, that the chosen Repairer services their bike (brand, type of bike, motor, battery) **and the desired Repair Service**, by consulting the Repairer's page. In case of doubt, the User may contact the Repairer before booking. More generally, it is the User's responsibility to carry out any checks they consider useful (address, opening hours, the Repairer's terms) before booking.

Jungle Bike is not liable if the Repairer is unable to work on the bike presented, in particular where it does not correspond to the bikes or Repair Services the Repairer handles. In that case, the Repairer may refuse or cancel the appointment.

8.2. Slots and booking modes

Each Repairer freely publishes their availability Slots on the Platform and chooses one of the following two booking modes, which is indicated to the User before they book:

- **Instant booking:** the appointment is confirmed immediately for the chosen Slot. The User receives a confirmation by email.

- **Booking on request:** the booking is a request sent to the Repairer, who remains free to accept or refuse it. The appointment is confirmed only once the Repairer has accepted it, of which the User is informed by notification. If the Repairer refuses or does not respond, the request binds neither the User nor the Repairer, and the User may book with another Repairer.

The Repairer does not have to justify a refusal. Jungle Bike is not liable for the refusal of an appointment request or for the Repairer's response time.

8.3. Cancellation, rescheduling and no-show

A confirmed appointment is a firm commitment. The User may cancel or modify it from their Account or by contacting the Repairer, under the conditions set by the Repairer. If unable to attend, the User cancels as early as possible: a freed-up Slot benefits another cyclist. The User alone bears, vis-à-vis the Repairer, the consequences of an unreported absence.

When cancelling via the Platform, the User may leave a message for the Repairer. This field must not contain abusive or unlawful remarks.

The Repairer may need to reschedule or cancel an appointment (absence, unforeseen event, part unavailable, bike not serviced). The User is then informed by notification. Jungle Bike is not liable for cancellations, rescheduling or delays attributable to the Repairer.

In the event of repeated no-shows without cancellation, Jungle Bike may temporarily restrict the User's ability to book online, after informing them.



Article 9 – Prices, payment and disputes with the Repairer

9.1. Indicative Price

The prices of Repair Services are set freely by each Repairer. The price displayed at the time of booking is an **Indicative Price**: it corresponds to an estimate of labour, **excluding the price of spare parts**, made before the Repairer has seen the bike.

The Indicative Price is provided purely for information purposes. It constitutes neither a quote, nor an invoice, nor a firm price offer. The final price may differ significantly, in particular after the Repairer's diagnosis of the bike, depending on the actual condition of the bike, the work actually required and the parts to be replaced.

The Indicative Price is calculated when the appointment is booked and does not include spare parts. It is the Repairer's responsibility to inform the User of the price of the Repair Service and, where applicable, to provide a quote, in accordance with the applicable regulations, and to obtain the User's consent before carrying out any unplanned work or replacing any unplanned parts. The User remains free not to proceed. Jungle Bike is not liable for any difference between the Indicative Price, calculated when the appointment is booked and not including spare parts, and the final price invoiced by the Repairer.

9.2. Payment

No payment is required from the User at the time of booking. The Repair Service is paid directly to the Repairer, after it has been carried out, using the payment methods the Repairer accepts. Where the Repairer takes card payments using the tools provided by Jungle Bike, the payment is processed by Stripe, a licensed payment service provider, on behalf of the Repairer; Jungle Bike does not have access to the User's bank details. If the User benefits from the Jungle Bike Fleet offer, the Repair Service may be paid for by their fleet manager.

The invoice for the Repair Service is issued by the Repairer, under the Repairer's sole responsibility.

9.3. Disputes with the Repairer

Any dispute relating to the Repair Service (quality or outcome of the repair, price, invoice, payment, refund, lead time, damage caused to the bike, warranties) **must be settled directly between the User and the Repairer.** Jungle Bike, which is not a party to the Repair Service contract, cannot be required to answer for it. It may, however, purely as a courtesy, help the User get in touch with the Repairer.

The legal warranties (legal warranty of conformity, warranty against latent defects) and, where applicable, the right of withdrawal are exercised against the Repairer, under the conditions provided by law and by the Repairer's own terms.

Jungle Bike receives no sums from the User in respect of Repair Services: the User pays the Repairer, not Jungle Bike. Jungle Bike therefore cannot refund a Repair Service; any refund request must be sent to the Repairer.

Article 10 – Reviews

10.1. Who can publish a Review?

Only Clients who have had an appointment via the Platform may publish a Review. After the appointment, Jungle Bike invites the Client by email to rate the Repairer. The Client has seven (7) days to publish their Review, which they may then modify or delete at any time from their Account. No consideration is offered in exchange for a Review.



10.2. Moderation and publication

Reviews are verified: Jungle Bike ensures that they correspond to a genuine appointment. Before publication, the Repairer has seven (7) days to approve the Review or report it to Jungle Bike; if the Repairer does not respond, the Review is published automatically. Only Jungle Bike decides whether to reject a reported Review. **A Review is never rejected solely because it is negative.** The Repairer may respond to it publicly.

A Review may be refused or removed if it contains abusive, defamatory, discriminatory, obscene or unlawful remarks, if it does not relate to the appointment or Repairer concerned, if it is spam or advertising, or if it contains personal data of third parties. In the event of refusal, the Client is informed together with the reason.

Reviews are displayed with the Client's first name, the initial of their surname and the date of the Repair Service. They are presented in chronological order, from most recent to oldest. If the Client deletes their Account, their Reviews are retained in anonymised form.

10.3. Licence

By publishing a Review, the Client grants Jungle Bike, free of charge and on a non-exclusive basis, the right to reproduce and display it on the Platform for the entire period of its publication. The Client remains free to share their opinion elsewhere. The Client warrants that their Review reflects their personal experience.

Article 11 – Jungle Bike's commitments

Jungle Bike implements the necessary means to ensure the proper operation, continuity and quality of the Platform and the Services. It endeavours to make the Platform permanently accessible, without being able to guarantee this, since the Platform also depends on third-party networks and providers.

The Platform may be temporarily interrupted for scheduled or emergency maintenance operations. Jungle Bike endeavours to carry them out at off-peak times and to limit their duration.

Jungle Bike may develop the Platform and the Services in order to improve them, secure them or comply with regulations. Major changes are announced in good time and do not reduce the commitments made to the User in the Terms.

Article 12 – Obligations of the User

By using the Platform, the User undertakes in particular to:

- comply with the Terms and applicable regulations, and use the Services in good faith;
- use the Platform for personal and non-commercial purposes, solely to search for a Repairer, book appointments and manage their appointments;
- provide accurate information, in particular about their bike and the desired Repair Service, and ensure that they are authorised to communicate any third-party data they provide;
- not publish or transmit Content that is unlawful, misleading, abusive, defamatory, discriminatory, hateful or that infringes the rights of third parties;
- not book fictitious Slots or Slots in the name of a third party without that party's consent;
- treat Repairers and the Jungle Bike team with respect: any incivility, whether oral or written, may result in the suspension or closure of the Account, without prejudice to any legal action;
- not harm the reputation of Jungle Bike, Repairers or third parties through abusive remarks or conduct;



- notify Jungle Bike without delay of any security breach, unauthorised access to their Account or misuse of the Services;
- respect the intellectual property rights of Jungle Bike and of third parties.

The User is responsible for the Content they publish and for their use of the Services. The User indemnifies Jungle Bike against any third-party claim arising from use of the Services in breach of the Terms or the law.

Article 13 – Intellectual property

The Platform, the Jungle Bike trade mark and logo, the texts, databases, software and, more generally, all the elements of which they are composed are the exclusive property of Jungle Bike or its partners. The Terms do not transfer any intellectual property rights to the User.

Jungle Bike grants the User, for the duration of their use of the Services, a personal, non-exclusive, non-transferable and non-commercial right to use the Platform. In particular, the User is prohibited from:

- copying, reproducing, modifying, translating, decompiling or creating derivative works from all or part of the Platform, except in the cases expressly permitted by law;
- attempting to access the source code of the Platform or to circumvent its security measures;
- reselling, renting or commercially exploiting the Platform or its content;
- extracting or reusing, by automated means, all or part of the content or data of the Platform (bots, scraping), or carrying out penetration tests or any action intended to disrupt the Services.

In accordance with Article L.122-5-3 of the French Intellectual Property Code, Jungle Bike objects to any text and data mining (in particular for the purpose of training artificial intelligence models) relating to the Platform and its content, unless it has given its prior written consent.

Where the User provides Jungle Bike with suggestions or feedback about the Platform, the User authorises Jungle Bike to use them freely and free of charge to improve its Services.

The Platform may contain links to third-party websites. Jungle Bike is not responsible for their content or availability; those websites are subject to their own terms.

Article 14 – Liability

Jungle Bike is responsible for the proper operation of the Platform and of the Services it provides directly to the User. However, as it is not a party to the Repair Service contract, it cannot be held liable for:

- the performance, non-performance or defective performance of a Repair Service, which is the sole responsibility of the Repairer;
- the diagnosis, final price, invoicing or payment of a Repair Service, or the difference between the Indicative Price, calculated when the appointment is booked and excluding spare parts, and the final price;
- the refusal, cancellation, rescheduling or unavailability of a Repairer;
- a Repairer's inability to work on a bike that they do not service;
- disputes between a Client and a Repairer, whatever the cause;
- the accuracy of information published by Repairers under their own responsibility;



- damage resulting from use of the Platform not in accordance with the Terms, from the User's negligence or from the act of a third party;
- interruptions or delays due to third-party networks or providers, to a maintenance operation or to an event of force majeure.

Where its liability is engaged, Jungle Bike compensates for direct and foreseeable damage resulting from a breach of its obligations. These limitations apply to the extent permitted by law: they do not apply in the event of gross negligence or wilful misconduct, or in the event of personal injury, and do not deprive consumers of the rights granted to them by law.

Article 15 – Suspension of the Account

In the event of a breach of the Terms, inappropriate conduct towards a Repairer, the Jungle Bike team or another User, or a violation of the law, Jungle Bike sends the User a formal written notice requiring them to remedy the situation within seven (7) days. Failing this, Jungle Bike may suspend or restrict access to all or part of the Services.

Jungle Bike may suspend the Account without notice in the event of fraud, serious breach, danger to a Repairer, a User or a third party, an immediate need to protect the security of the Platform or data, or by decision of an authority.

In all cases, the User is informed of the suspension, the reasons for it and, where applicable, the possibility of remedying it. The suspension may be lifted once its causes have ceased.

Article 16 – Closure of the Account and termination of the Terms

The User may close their Account at any time, without giving reasons, from their settings or by writing to customer service.

Jungle Bike may terminate the User's access to the Services by giving thirty (30) days' notice, with a statement of reasons. In the event of a breach not remedied after a suspension, this notice period is reduced to seven (7) days. In the event of a serious breach or a legal obligation, closure may be immediate.

Before their Account is closed, the User may retrieve their data in a usable format by requesting it from customer service. Closure results in the end of access to the Services and the deletion or anonymisation of the Account data, unless there is a legal obligation to retain it, under the conditions of the Privacy Policy. Reviews are retained in anonymised form. The provisions relating to intellectual property, liability and personal data remain applicable after the termination of the Terms.

Article 17 – Personal data and cookies

Jungle Bike processes Users' data in accordance with its Privacy Policy and its Cookie Policy, available on the Platform. For any question about their data, the User may write to legal@junglebike.fr.

Article 18 – Force majeure

Neither party is liable for a failure caused by an event of force majeure within the meaning of article 1218 of the French Civil Code. The party concerned informs the other as soon as possible. The obligations concerned are suspended for the duration of the event. If the event lasts more than thirty (30) consecutive days, either party may terminate the Terms without compensation.



Article 19 – Evidence

The data recorded by the Platform (acceptance of the Terms, bookings, notifications, exchanges) is authoritative between the User and Jungle Bike, unless proven otherwise. Documents accepted or signed electronically have the same value as a written document on paper.

Article 20 – Amendment of the Terms

Jungle Bike may amend the Terms, in particular to take account of changes to the Platform, the Services or regulations. In the event of a material amendment, the User is informed by email or on the Platform at least thirty (30) days before it comes into force. If the User does not accept the new Terms, they may close their Account before that date. The applicable version is the one online at the time of use.

Article 21 – Assignment

Jungle Bike may assign or transfer the Terms to any company that succeeds it in operating the Platform, in particular in the event of a merger or transfer of business, provided that this does not result in any reduction in the User's rights. The User is informed accordingly.

Article 22 – Beta versions

Jungle Bike may offer the User the opportunity to try new features in beta version. They are provided on a trial basis, as is, and may contain errors. Jungle Bike may modify or discontinue them at any time. Their use is optional.

Article 23 – Complaints, governing law and competent courts

Any complaint relating to a Repair Service must be sent to the Repairer (article 9.3). Any complaint relating to the Platform or the Services must be sent to Jungle Bike by email at legal@junglebike.fr, which endeavours to respond within fifteen (15) days and to find an amicable solution.

The Terms are governed by French law. A consumer User residing in another country retains the protection afforded to them by the mandatory provisions of the law of their country of residence. In the event of a dispute, the User may bring proceedings before the competent court of their place of residence or that of Jungle Bike's registered office.

Article 24 – Miscellaneous provisions

If any clause of the Terms is declared void or unenforceable, the other clauses remain applicable. Jungle Bike's failure to invoke a clause does not constitute a waiver of the right to invoke it subsequently.

Jungle Bike and Users act independently: the Terms do not create any relationship of agency, representation or subordination between them.

Jungle Bike may occasionally send the User satisfaction surveys, which the User is free not to answer.

The Terms are drafted in French. Translations are available; in the event of any discrepancy, the French version prevails, subject to the mandatory provisions applicable to consumers.