Donkey Republic rental instructions

1. How do you register?
Download the Donkey Republic App in the app store or in Google Play. Create an account. You will need to add your personal credit card details to your account to activate it.

2. How do you rent a Donkey with discount?
1. Choose a location where you want to rent from
2. Before confirming the rental, enter the 20% discount code: ESPID2020
3. Confirm the rental
4. Then look at the bike name in the app and find the matching bike at the pick-up location
5. Hold your phone close to the lock and unlock the bike by pressing “Unlock”. Sometimes you need to help the lock unlock by pressing up the orange handle on the lock

3. How do you return the Donkey?
1. When you are done cycling, press “Return”
2. The app will show you the closest available drop-off location
3. Bring the Donkey to the drop-off and press “End Rental”
4. Follow the instructions of the app, until you see the bill on your screen
   + For an overview of all drop-off locations, tap “Drop-offs” in the top left corner of the map
4. Problem or questions?

If you have any questions or problems with your rental or the app, you can search the app for a solution via the Help page, see below.

If you can't find your answer there, you can contact Donkey Republic's customer service (Support) 7 days a week. Through the app you can reach them or you can call or email them.

Phone number: +31 85 888 56 46
Email: support@donkeyrepublic.com

The opening hours are:
Sunday - Thursday: 9:00-17:00
Friday to Saturday: 9:00-19:00