



## Frequently Asked Questions

### **WHAT'S INCLUDED?**

Your E-bike rental will include the E-bike, helmet and lock. You will have the option to add-on a basket, pet carrier or child seat.

### **WHAT IS YOUR CANCELLATION POLICY?**

- If you cancel 72 hours or more from your scheduled rental time you will receive a 100% refund of your booking cost
- If you cancel within 24-72 hours prior to your scheduled rental time you will receive a 100% refund of your booking cost
- Cancellations within 24 hours prior to your scheduled rental time will not be eligible for a refund. No shows are not eligible for a refund.

### **WHAT DO I NEED TO BRING?**

Your own helmet if desired and a backpack (optional) with the following - water, hat, sunglasses, sunscreen, food, drinks, appropriate clothing for the weather.

### **HOW OLD DO I HAVE TO BE TO RIDE AN E-BIKE?**

Children 16 + years can rent an E-bike (at the discretion of staff based on height and ability), however anyone under the age of 19 must have a parent or guardian present with them during the use/rental of the E-bikes.

### **HOW TALL DO I HAVE TO BE?**

Our seat height is adjustable and the step through design ensures anyone over the height of 4'10" (147 cm) can safely ride our E-bikes.

### **IS RIDING AN E-BIKE DIFFERENT THAN RIDING A NORMAL BIKE?**

Riding an E-bike is very similar to riding a normal bike, however you will find a slight adjustment when the pedal assist kicks in as you pedal. An E-bike does not change the action of cycling, it only makes it feel simpler to do as the motor will assist you with the pedaling.

### **DO I HAVE TO PAY A DAMAGE DEPOSIT?**

You will be required to pay a \$250 damage deposit per bike, which will be a pre-authorized charge on your credit card. You will be offered the option to purchase damage insurance for \$9.95 /bike, per day. The insurance will cover up to \$1000 in damage (parts & labour). If the repair cost is greater than \$1000 then you will be required to pay the difference. Everyone will be provided with a bike lock and required to put it on the bike when left alone.

### **DO I NEED TO SIGN A WAIVER?**

Yes, everyone over the age of 19 will be required to sign a release of liability waiver. Anyone 16-18 years of age will require their parent or guardian sign on their behalf.

### **DO I HAVE TO BOOK IN ADVANCE?**

Bookings are not required but are advised as walk-ups are on a first come first serve basis.

**DO YOU OFFER GROUP, PRIVATE EVENT OR LONG-TERM RENTALS?**

Yes. Please call or email us for rates and details for group, private event, or long-term rentals.

**ARE HELMETS MANDATORY?**

Yes, everyone is required to wear a helmet and they are provided with every rental for free.

**WHAT IF I RUN OVER MY BOOKED TIME?**

A \$15 fee per hour (for any portion on an hour), will apply for running over your booked time, as this can affect bookings for the rest of the day. If you feel you are going to run over your booked time, please call us.

**WHAT IF I AM LATE TO MY BOOKING?**

We suggest arriving 10-15 mins before your booked time to complete waivers, fit helmets, and go over the bikes. If you are late, you are essentially eating into your riding time, no extensions will be given as this will affect bookings for the rest of the day.

**WHAT IF I RETURN EARLIER THAN WHAT I BOOKED?**

You are welcome to return your bike earlier than what you booked although please keep in mind no refund will be given for any time not used.

**WHAT IF IT RAINS?**

Unfortunately, the weather is out of our control meaning we are unable to provide refunds, however we will provide a credit voucher for future date if it is raining during your scheduled booking.

**CAN MY FRIEND SIGN FOR ME IF I AM UNDER 19?**

No. All minors must be accompanied by a parent or guardian who is 19+. We will not accept friends signing for you. Siblings can be considered guardians if they are over 25.

**WHAT IF THE BIKE IS STOLEN?**

If the bike is stolen you will be charged a replacement charge of \$2000. Everyone will be provided with a bike lock and required to put it on the bike when left alone.

**WILL I RECEIVE A BIKE LOCK?**

Yes. Everyone will be provided with a free bike lock and required to put it on the E-bike when left alone.