



TERMS AND CONDITIONS OF HIRE

Payment

You must pay in full via the website or on arrival (we accept card or cash).

Proof of identification

We require a form of photo ID (driving licence or passport) per booking. The customer is the sole lessee and must comply with these terms and conditions.

Age Restriction

By law you must be 14 years + to ride an electric bike. Anyone under the age of 18 must be accompanied by an adult to ride on one of our electric bikes and be always supervised.

Cancellations

If we need to cancel due to weather/unforeseen circumstances, you will be given the option of a full refund, or you can select a alternative date.

By customer - Cancellations are permissible up to one week in advance of booking. From 1 week to 72 hours, you will lose 50% of the booking premium. Any cancellations up to 3 days before the booking will receive no refund.

Cancellations and refunds; Over week + = Full refund between

1 week and 3 days = 50% refund

Under 3 days = no refund

Any booking can be changed up to two days before your arrival date. If you have to change your booking, then get in touch and we will do all we can to help.

Time Keeping

We ask that you arrive on time for your booked time slot for a safety briefing and for any suitable adjustments that may need doing. Late arrival, we will be taking the time off your selected time slot. A no show will be considered as a cancellation and no refund will be issued.

You will return the bike to us at the agreed time. Charges may be incurred for late returns, but no refunds will be issued if you bring the bike back early.

Safety Briefing

Before you set off on your adventure, you will be given a short safety briefing and a how to on the ebikes. You do not legally have to wear a cycle helmet, but we advise that you wear one for your personal safety. (Helmet's and high viz are include in the hire). The customer is expect to follow the rule of the high way code whilst riding on the main roads and follow the country code whilst on the bridle ways. You are solely responsible for your own safety and the safety of other in your group. We will refuse you hire if we feel that you are under and influence of alcohol or drugs or not suitable for electric/pedal hire.

Equipment

The customer must make sure the bike is in full working order before heading off. If the customer is in any way concerned about any aspect of the bike, this must be brought to the attention of ebike-hire immediately. The rear rack is for light good or baby seat. Heavy items may affect the balance and steering as well as safety on comfort. Any bike must not be used for trick riding, stunts, racing or any other activity apart from riding.

Breakdown

Don't worry if you breakdown just give us a shout and we will help in any way possible. We can provide you with a puncture repair kit to take away with you.

Unattended Ebikes/Pedals

If you leave your bike unattended, you are expected to be responsible for it and to lock your bike up through the frame to a permanent object with the bike lock provided. Theft of an inadequately secured bike with be the responsibility of the customer.

Indemnity

Ebike hire will aim to minimize risks and hazards, however cycling has an inherent risk. Any customer renting an ebike or pedal bike is accepting those risks. The customer will act in a responsible manner while riding. By accepting Ebike hire terms and conditions, you understand and acknowledge the risks involved and agree it is your responsibility to ensure your own safety, behave responsibly and to ride within your capabilities. Customers agree to indemnify Ebike hire, its employees, agents and any person connected with this business from liability whatsoever resulting in personal injury (whether Fatal or otherwise), loss damage or expense caused.

Health

Participants should ensure they are in good general health and their choice to rent is within their capabilities when hiring.

Insurance

Customers need to accept that injuries and accidents can happen, Ebike hire will attempt to minimise risks. We cannot be held responsible for your own illness, injury or loss/damage of your own personal belongings whilst the hire period.

Limitation of Liability

Ebike Hire will provide a safe and fit for purpose ebike/pedal bike hire service and can not be held liable for and injury, loss, expense, damage, weather, sickness, or anything out of ebike hires control. In order to take part in the hire service, customers must accept that they are fully responsible for any loss, injury, death or damage to them, their family or their dependents arising in connection with their participation, or participation of their family, on ebike/pedal hire.

Photographs

We like to take photos for our social media and marketing, we will always ask your permission before taking the photos and if you are happy for us to post on our socials and marketing.