



Rental Bike FAQ

What if I am late dropping off the bike?

If the bike is not returned before closing on the final day of your rental, you will be charged an additional full day. As this prevents us from ensuring the bike is ready for the following day's rental.

What if I bring back a Dirty Bike?

As per the Rental Agreement and Waiver, "All bikes should be returned clean of mud and debris. Any bike not returned clean will be assessed a fee equal to the shop rate for 1 hour."

What if I bring back a damaged bike?

You will be responsible for the retail cost of the parts needed for replacements and or labour required.

We offer a \$1,000 Damage Protection that can be purchased for \$39.00 on your rental – you will be given this option in the rental add-on phase of the rental process. If Damage Protection was purchased, only the amount over \$1,000 of damage will be charged. If a complete bike replacement is necessary, the replacement cost is based on our retail cost to replace the bike, less the \$1,000 of Damage Protection.

If damage protection is not purchased, any broken or damaged part will be charged to you at the retail price to replace that part, plus any labour required for replacement.

What is a daily rental?

A daily rental is from 11:00 am to close on the day of your rental; it is not a 24-hour rental. If you would like to have the bike for 24 hours, please ensure your return day is the day following your pickup day.

What if I need to cancel my reservation?

You can cancel up to 48h prior to your reservation for a full refund.

If you have purchased the Cancellation protection, you are able to cancel up to 30 minutes prior to your scheduled pickup time for a full refund, less the 10% cancellation protection.