



## TERMS AND CONDITIONS OF HIRE

### **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 supervised at all times.

### **Proof of identification**

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

### **Payment**

Self Guided and Guided tours – You must pay in full for self guided and guided tours in advance using our secure online booking form using either a credit or debit card.

### **Deposit**

Rye Bay Ebikes require a refundable deposit of £250 per booking payable on the day of the tour/hire. The deposit can be taken by either credit or debit card, details being stored securely. This deposit will be refunded after all ebikes and equipment are returned in a satisfactory condition. The customer is liable for any damage or repair costs outside ordinary wear and tear. If this cost exceeds the deposit the customer is liable for the shortfall. For example to replace an ebike costs around £1,000, helmets are £22, locks are £20 and panniers £30.

### **Time Keeping**

We ask that you arrive 15 minutes before your booked time slot for a safety briefing and a test ride so suitable adjustments can be made.

Unfortunately, we cannot wait for you if you are running late. Late arrival or a no show will be considered as a cancellation and no refund will be issued.

You will return your ebike to us at the time agreed. Charges may be incurred for late returns but unfortunately no refunds will be issued if you return your ebike early.

### **Cancellation**

By Rye Bay Ebikes – If we need to cancel our tours due to weather/ unforeseen circumstances, we will offer you a full refund or an alternative tour date.

By customer – The customer can cancel anytime prior to 48 hours before departure. A cancellation fee shall apply. On cancellation, the customer shall be charged a 20% cancellation fee and receive an 80% refund. If the customer cancels within the 48 period unfortunately no refund is available. We have a limited stock of Electric Bikes so we may have had to disappoint other customers. Any booking can be amended 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. We are not machines and will always try to be flexible - so don't worry too much about changes. Please be aware that we are only able to offer refunds via the original payment method that was used to make the booking.

### **Safety brief**

Before your tour begins, you will be given a safety brief and have the opportunity to ride your ebike and get to know the controls and gears. You do not legally have to wear a cycle helmet but we advise you to wear one for your own personal safety. The customer is expected to follow the rules of The Highway Code whilst riding on the main roads and follow the Country Code whilst on bridle ways.

You are solely responsible for your own safety and the safety of others in your group.

We will refuse you hire if we feel that you are under the influence of alcohol or drugs or not suitable for an electric bike.

### **Equipment**

The customer must ensure that the ebike is in proper working order before departure. If the customer is concerned about any aspect of the ebike, this must be brought to the attention of Rye Bay Ebikes immediately.

The rear rack is intended to carry light goods only. Heavy items (including people) may affect balance and steering as well as safety and comfort. The ebike must not be used for stunt or trick riding, racing or any other activity other than following the pre-agreed route.

### **Breakdown**

You do not need to worry if you break down. We have a full vehicle back up service available to change ebikes if needed. Puncture repair kits will be provided and it's your responsibility to get the bike back to us or contact us if you are not able to and we will arrange collection but may charge an additional fee.

### **Unattended Ebikes**

If you leave your ebike unattended, you are expected to be responsible for it and lock your bike through the frame and front wheel to a secure permanent object with the bike lock supplied by us (1 lock between 2 bikes). Theft of an inadequately secured ebike will be the responsibility of the customer.

### **Insurance**

Customers need to accept that injuries and accidents can happen, Rye Bay Ebikes will attempt to minimise and risks. Rye Bay Ebikes recommend that you have adequate insurance in place, such as personal accident, medical and loss of belongings cancellation cover. Rye Bay Ebikes can not be held responsible for your own illness, injury or loss/damage of your personal belongings whilst taking part in the tour or throughout the hire period.

### **Limitation of Liability**

Rye Bay Ebikes will provide a safe and fit for purpose bike tour/ hire service and can not be held liable for any injury, loss, expense, damage, weather, sickness or anything out of Rye Bay Ebikes control. In order to take part on tours/ ebike hire, 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 the participation of their family, in tours and ebike hire.

### **Indemnity**

Rye Bay Ebikes will aim to minimize risk and hazards, however cycling has an inherent risk. Any customer attending a tour or renting an ebike is accepting those risks. The customer shall act in a responsible manner while riding an ebike. By accepting Rye Bay Ebike 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. Participants agree to indemnify Rye Bay Ebikes, 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.

### **Force Majeure**

Rye Bay Ebikes shall have no liability or pay any compensation whatsoever in respect of any delay or failure in delivery of any of its stated activities or of any of its other obligations due directly or indirectly to any cause whatsoever outside its reasonable control including but not limited to act of God, war, invasion, rebellion, riot, civil commotion, disorder, malicious damage, fire, flood, epidemic, quarantine restriction, strikes or other industrial disputes, unusually severe weather or energy supplies.

### **Health**

Participants should ensure they are in good general health and that their choice of tour is within their capabilities when hiring a bike. Any medical conditions and medication must be disclosed to Rye Bay Ebikes.

### **Photographs**

We like to take photographs / videos throughout our tours and also at our premises to post on our Facebook, Instagram and Twitter accounts and for any further marketing, purely for ourselves. If you do not wish to have your photograph taken by us, please tell us.

## FAQ'S

### **Are there any restrictions?**

Legally you must be 14 years old to ride an ebike. Ages between 14-18 years must be accompanied by parent/guardian over the age of 18yrs.

### **What riding experience do I need?**

You only need to be able to ride and control a bicycle.

### **Do I need to be fit to take one of your tours?**

No you don't because the joy of ebikes is that they iron out the hills for you. You increase / decrease the power assist depending on how you're feeling.

### **What do I need to bring with me?**

You must provide some form of ID.

### **Will it all be country trails and lanes?**

80-95% of our guided tours are on county lanes and trails with a small section being on main roads.

### **What happens if it's raining?**

The guided tour will still take place unless the conditions are that bad that they are unsafe. Wet weather gear is recommended and the great thing is you don't get sweaty with an electric bike.

### **What if I need to cancel?**

Cancellations must be made 48 hours in advance of your booking and sent to [info@ryebay-ebikes.co.uk](mailto:info@ryebay-ebikes.co.uk). Refer to our Terms and Conditions for our charges.

### **How long are your tours?**

We run different length tours, please see our Bookings page for more information.

### **Will you wait for me if I'm running late?**

No I'm afraid we won't. We run to a strict timetable and recommend that you arrive at Rye Bay Ebikes 15 minutes prior to your tour beginning to try out your bike. Failure to turn up will be considered a 'no show' and no refund will be issued.

### **How do I book a tour?**

Please use our Booking Form or alternatively ring our office on 01797 229 351 or 07951688974 between 9am and 5pm.

### **Do I need to book in advance?**

Yes you need to book tours in advance. We also recommend that you book self guided tours in advance to avoid disappointment.

### **Do I need to pay in advance?**

Yes, all pre booked ebike tours/hire must be paid in advance.

**What personal safety equipment do you supply?**

No safety equipment is needed for riding a bike in the UK but we recommend that you wear a helmet which we will provide for you and hi-vis vests are available.

**What shall I wear?**

Wear clothes that are comfortable and appropriate for the weather. Our tours/hire are cross country so we would recommend wearing trainers or walking shoes.

**Do you do group bookings?**

Yes we do, we can take groups of up to 10 people out.

**What happens if I have a puncture while hiring a bike?**

All tours are provided with puncture repair kits. However, it is your responsibility to bring the bike back to us.