



Red Squirrel Electric Bike Hire Terms and Conditions

Conditions of Hire

Whilst our public liability insurance will cover you for any injury or damage you may cause to other people or property when using our bikes, you remain liable for any damage to, or theft of the bike and all accessories. You are required to leave a passport, photocard driving licence, or credit card in lieu of a deposit.

1. In the event of the bike or any accessories being stolen or lost, Red Squirrel Electric Bike (RSEB) reserves the right to be reimbursed by the client for the replacement price.
2. To prevent theft, all our electric bike comes with a gold standard secure lock which should be used every time you leave your bike unattended. The electric bike should be locked against an object that is a permanent fixture and that does not allow the bike to be lifted over or off the fixture.
3. Under 18's must be accompanied by an adult at all times, and anybody riding an electric bike must be over 14 years old by law (proof of age may be requested).

Bikes and Accessories

1. The equipment, including all the accessories supplied, is let out on hire. It remains the property of RSEB and the client will not sell, hire out or otherwise part with it.
2. A helmet is provided. If you choose to decline the helmet provided, or not wear it, you will be deemed to have accepted full responsibility for this decision.
3. The Client must not misuse the equipment and accessories and return everything in the same condition as received. If misused, RSEB will be entitled to charge the client for any damages caused during the period of use.
4. In the event of a breakdown, other than the client's misuse, RSEB will try it's best to repair or replace the equipment for the client. Non-electric standard bike repairs, like punctures, can be undertaken by the client or any reputable bike shop. The client should contact RSEB if in any doubt.
5. The Electric Bike or accessories must not be used whilst under the influence of drink or drugs.
6. All clients hiring electric bikes are expected to be able to cycle safely on public roads and be able to follow the Highway Code in particular the 'Extra Rules for Cyclists'
7. Each bike is fitted with a GPS unit and must not be removed or tampered with.

Insurance

We recommend that you take out adequate insurance including medical cover, personal accident, loss of belongings & cancellation cover. We cannot be held responsible for your own illness, injury or loss/damage of your belongings while using our electric bikes.

Force Majeure

We regret we cannot accept liability or pay any compensation where the performance of RSEB's contractual obligations is prevented by reasons of circumstances amounting to "force majeure" (war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, fire or adverse weather conditions, epidemics or health risks) and all similar events outside our control.

Cancellations

If pre booked you must inform us in writing or by email if you wish to cancel your electric bike hire. If cancellation is more than 4 weeks before the start date, a full refund will be given. If within 4 weeks, a 50% refund will be given unless the bikes can be re-hired in which case a full refund will then be given.

Changes and cancellations made by us

We will endeavour to ensure that hiring of equipment occurs as scheduled. However, we reserve the right to cancel, amend or alter your hire period date at any time. Where this is necessary, you will be offered an alternative hire date or a full refund on your booking. Unfortunately we cannot compensate you for the cost of travel or accommodation you may have arranged in connection with your hire.

By signing this Hire Agreement you agree to the following terms and conditions:

If you leave it unattended, you will lock the bike through the frame and front wheel to a secure object, using the lock provided.

- You will keep to paved roads and dedicated off-road cycle-paths or bridleways suitable for cycling with an electric bicycle, and will not use the bike for 'mountain bike' type riding.
- You will not ride through sand or deep water (e.g. fords) because this can damage the motor.
- You will use the bike in a responsible way, keeping to the rules of the road.
- You will not engage in racing, pace-making, time trials or speed testing.
- You will not lend the bike to anyone.
- You will bring the bike back by the time agreed.
- You will report any problems or damage to the hire-point.
- You accept liability for any prosecution or claim arising from your actions during the period of hire.
- You acknowledge that taking part in this activity involves certain inherent risks that might result in injury or loss to you, your party or others, including but not limited to: inclement

weather, rough conditions, navigational difficulties, collisions, hypothermia, illness and accidents in remote places.

- You accept sole responsibility for your own safety and the safety of others in your party.
- The use of helmets is not a legal requirement but we recommend them and 1 will be provided. Helmets are included in the price of hire.
- The bikes are only for us on the Isle of Wight and must not be taken off the island.
- You will monitor the condition of the battery and make sure you do not go too far to be able to get back to the hire-point.

By signing this agreement, you take responsibility for your party and for the number of bikes hired. Please make sure that all parties in your group understand these conditions of hire.

Please Note:

- The Hire-point reserves the right immediately to terminate hire should these conditions be broken.
- Bicycles and equipment remain the property of Visit Isle of Wight Red Squirrel Electric Bikes.

Late returns

Please bring the bikes back on time and please bear in mind other people may be waiting for the bikes that you are riding.

- If you know you have a problem and will not be back in time please call to inform us.
- The late return of a bike will incur an additional charge.

Security

Always lock the bike if you leave it. Be aware that you are responsible for the bicycle and equipment and will be liable for any loss or damage to them

Deposits

A scan of your credit / debit card and a copy of photo ID will be taken at time of hire. This information will be retained in the safe with your signed hire agreement. At the end of the hire the ID and card details will be destroyed.

Each bike will be checked and a booking out form will be completed. Please check your Bicycle for damage and scratches before you leave the Hire-point and ask them to note any pre-existing damage on this booking out form.

The Hire-point reserves the right to claim any losses should a bicycle be returned in a damaged or unreasonable condition. This does not apply in case of a fault with the bicycle which is considered to be the result of fair wear and tear. By signing this agreement you consent to the Hire-point charging the cost of any such loss or damage to your credit or debit card.

Breakdown

In the event of a breakdown, please call your Hire-point in the first instance who will assist you.

Signed:

Full Name (in Caps) The Hirer

Signature The Hirer

Date