

FREQUENTLY ASKED QUESTIONS

WHAT DO I NEED TO BRING & WEAR?

BRING A PROOF OF ID, UNLESS YOU ARE STAYING AT A PARTNER HOTEL. WEAR LOOSE-FIT CLOTHING, LYRCA ISN'T REQUIRED! SANDALS OR FLIP FLOPS AREN'T RECOMMENDED. A WATERPROOF JACKET IS A GOOD IDEA, AS THE WEATHER CAN CHANGE FAST IN CORNWALL.

WHAT AGE LIMITS APPLY?

YOU NEED TO BE 18+ TO RENT OUR BIKES AND 14+ TO RIDE THEM.

IS THERE A RESERVATION FEE?

YES, WE ASK ALL CUSTOMERS TO PAY UPFRONT, BUT OFFER GENEROUS CANCELLATION TERMS:

72 HRS BEFORE START
= 100% REFUND

24 HRS BEFORE START
= 50% REFUND

ARE BIKES TRACKED?

BIKES HAVE HIDDEN GPS SECURITY TRACKERS, WHICH ARE ALSO USED TO IMPROVE OUR SERVICE.

DO YOU CHARGE FOR LATE RETURNS?

WE CHARGE £15 PER HOUR FOR LATE RETURNS AT SOME LOCATIONS, TO COVER EXTRA STAFF COSTS. IF YOU WILL BE LATE, PLEASE PLEASE CALL US TO LET US KNOW.

WHAT HAPPENS IN BAD WEATHER?

IF CONDITIONS ARE HAZARDOUS, WE WILL HELP YOU TO POSTPONE OR CANCEL YOUR BOOKING.

AM I FIT ENOUGH?

YOU MUST JUDGE YOUR OWN FITNESS. OUR E-BIKES HAVE POWERFUL MOTORS, BUT YOU DO HAVE TO KEEP PEDALLING! IF A ROUTE IS CHALLENGING, WE WILL TRY TO MAKE THAT CLEAR.

HOW FAST ARE YOUR E-BIKES

BY UK LAW, E-BIKES STOP PRODUCING POWER AT 15.5 MPH.

WHAT IF I BREAK DOWN?

WE DON'T EXPECT YOU TO FIX PUNCTURES OR PROBLEMS. PLEASE LOCK THE BIKE SECURELY AND REMEMBER THE LOCATION. THEN CALL A TAXI, OR YOUR HOTEL. WE WILL COVER THE TAXI BILL AND REIMBURSE YOU FOR THE RENTAL.

DO YOU TAKE A SECURITY DEPOSIT?

HOTEL GUESTS DON'T PAY A SECURITY DEPOSIT. OTHER CUSTOMERS DO. A HOLD FOR £150 P.BIKE IS MADE WITH YOUR CARD PROVIDER. THIS ENDS WHEN YOU RETURN THE BIKE.

CAN I GO OFF ROAD?

OUR EBIKES ARE DESCRIBED AS 'TOWN AND COUNTRY', OR TREKKING BIKES. WITH WIDE TYRES THEY ARE HAPPY ON GRAVEL AND ROUGH GROUND, BUT ARE NOT SUITED TO SERIOUS OFF-ROAD OR TECHNICAL RIDING.

MUST I FOLLOW ROUTES?

NOT AT ALL, BUT IF YOU WANT TO GO SOMEWHERE SPECIAL WE WILL HELP CREATE A ROUTE, JUST GIVE US TIME TO HELP YOU PLAN.

DO YOU OFFER DISCOUNTS & CONCESSIONS?

YES. PUBLIC SECTOR EMPLOYEES, CARE WORKERS AND STUDENTS CAN REQUEST A 15% DISCOUNT, BY EMAIL. FOR GROUP, OR LONG DURATION BOOKINGS, PLEASE CONTACT US.

DO YOU OFFER ONE-WAY TRIPS OR DELIVERY?

IN 2022, THE SHORT ANSWER IS NO. IT'S SOMETHING WE WOULD LIKE TO SUPPORT AGAIN IN THE FUTURE.

HOW MUCH TRAFFIC WILL BE ON THE ROUTE?

ALL ROUTES ARE ON PUBLIC CYCLEWAYS AND ROADS. WEST CORNWALL CAN GET BUSY AND SOME PEOPLE DRIVE TERRIBLY. ALL OUR ROUTES USE SMALL BACK-ROADS WHEREVER POSSIBLE, WHICH ARE GENERALLY SAFER FOR CYCLISTS.

DO I NEED TRAVEL INSURANCE?

WE RECOMMEND YOU HAVE INDIVIDUAL THIRD PARTY LIABILITY INSURANCE WHICH IS OFTEN COVERED BY STANDARD TRAVEL INSURANCE. IT IS YOUR RESPONSIBILITY TO ENSURE YOU ARE ADEQUATELY INSURED.



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