

## **Please read the information carefully before making your booking**

These Terms and Conditions are the standard terms for the hire of bicycles and related equipment by Sea and Pine North Norfolk Cycle Hire.

### **Proof of Identification**

Proof of identification for the lead hirer must be provided upon collection of the bicycles from Sea and Pine North Norfolk Cycle Hire. The ID must take the form of photo ID (such as passport or driving licence) and proof of address. It must also match the name and identity of the person that made the online booking. There can be no exceptions.

### **Security Deposit**

A Security Deposit is required of £25 per bicycle. This deposit is taken from the credit or debit card that the hirer used to pay for the hire online, on a pre-authorisation basis; this is where the funds for the deposit are reserved by your bank, it is not a charge and no funds will have been debited from your account. The pre-authorisation will be cancelled when the bicycle(s) and related equipment is returned in a satisfactory condition.

In the event of damage to the bicycle and/or related equipment during the hire a deduction will be made from the aforementioned Security Deposit to cover the cost of repair or replacement, this amount is at the discretion of the management of Sea and Pine North Norfolk Cycle Hire. In the event of the cost of the repair or replacement being over the amount of the Security Deposit then it is the financial responsibility of the lead hirer to repair or replace the bicycle and/or related equipment, this amount is at the discretion of the management of Sea and Pine North Norfolk cycle Hire.

### **Waiver**

Before any hire can proceed the lead hirer must read and sign the Sea and Pine North Norfolk Cycle Hire Rental Equipment Waiver which is attached to bottom of these terms and conditions. Please read carefully before booking and arriving to begin your cycle hire.

### **Helmets and bike locks**

Wearing a helmet while cycling is recommended and should be worn throughout your hire, each rider will be provided with a cycle helmet for no additional cost. The wearing of the helmet is at the discretion of the Hirer and rider and Sea and Pine North Norfolk Cycle Hire take no responsibility for ensuring or guaranteeing fit of aforementioned helmets. The Hirer is hereby advised to bring their own helmet(s).

Bike locks are provided for no additional cost and should be used to secure the bicycle(s) whenever left unattended (even for a short while). The bike lock must be attached to a secure, immovable object through the frame and front tyre of the bicycle. Bicycles hired overnight must be stored inside of a locked property

## **Cancellation**

If the hiring party is unable to attend their allotted hire time, contact us as soon as possible and we will endeavour to change the date / time of your hire period. However, Sea and Pine North Norfolk Cycle Hire cannot guarantee to provide an acceptable date / time for your changed hire time. In the event of a cancellation the following conditions apply:

- Bookings cancelled 72 hours or more prior to commencement of hire period– 100% refund.
- Bookings cancelled less than 72 hours but more than 24 hours prior to commencement of hire period – 50% refund.
- Bookings cancelled less than 24 hours prior to commencement of hire period – no refund.

In the event of weather unsuitable for cycling being forecast for the day / time of your hire we will endeavour to change the date / time of your hire period. If we are unable to find a suitable date / time change then you will receive 100% refund of your booking. The decision of the suitability of the weather for cycling shall be at the discretion of Sea and Pine North Norfolk Cycle Hire.

## **Extension to hire time / Late returns**

In the event of the hiring party wishing to extend their hire time they can do so by choosing the extend hire time function through our online hire store for a price of £5 per bike per hour extended. This allows the hire centre to ensure that there is enough bikes for later pick-ups. Due to this consideration, if a hire party are late returning their bikes to the drop-off point they will be subject to a penalty fine of £10 per bike, and a subsequent £10 per bike per hour until the bike(s) are returned.

## **Route recommendations**

Sea and Pine North Norfolk Cycle Hire have created a number of bike routes that can be followed by hiring parties. These are only suggested routes and Sea and Pine North Norfolk Cycle Hire take no responsibility for the upkeep, safety or suitability of these routes. Sea and Pine North Norfolk Cycle Hire strongly advise that riders use extreme caution when riding these or any other routes, especially when riding on or crossing roads. Riders must always follow the highway code and obey the rules set out by the landowners.

## **Parking**

Roadside parking on public roads is available in the area surrounding our pickup / drop off point. Sea and Pine North Norfolk Cycle Hire take no responsibility for any loss or damage to vehicles parked in the aforementioned area.

## **Sea and Pine North Norfolk Cycle Hire Rental Equipment Waiver**

I accept for use, as is, the bike rental equipment, and accept full responsibility for it's care while it is in my possession. I agree to hold harmless and indemnify Sea and Pine North Norfolk Cycle Hire for all loss or damage I may have caused to this equipment, except for responsible wear and tear to the equipment.

I agree to hold harmless and indemnify Sea and Pine North Norfolk Cycle Hire and it's owners, agents, and employees, as well as the equipment manufacturers and distributors, of any and all loss or damage I may cause to person or property while engaged in bike related activities. This includes, but is not limited to, any and all claims for personal injury, death and/or property damage that may arise out of the use of this bike and it's equipment, to myself or others. I assume the risk of actual or alleged transmission of a communicable disease such as COVID-19. I understand and am aware that biking is a HAZARDOUS ACTIVITY. I understand that biking involves a risk of injury to any and all parts of my body. I hereby freely and expressly assume and accept responsibility for any and all risks of harm and/or death while participating in this activity.

I understand that it is not possible to predict every situation and condition of the terrain the bike will be ridden on; therefore, it is impossible to guarantee the bike I use will react safely in all riding conditions. I realise it is mandatory that I obey the Highway Code at all times. It is recommended that cycle helmets should be worn at all time during your hire and helmets will be provided by Sea and Pine North Norfolk Cycle Hire for your use. The wearing of the helmet is at the discretion of the Hirer and rider and Sea and Pine North Norfolk Cycle Hire take no responsibility for ensuring or guaranteeing fit of aforementioned helmets. The Hirer is hereby advised to bring their own helmet(s).

I understand that I am financially responsible for the replacing/repairing of the bicycle and any of it's components if any damage occurs while in my use. I acknowledge that I will be charged the full retail value of any rental equipment that is not returned due to loss or theft. All cycles are hired with a bike lock which must be attached to a secure, immovable object through the frame and front tyre of the bicycle when left unattended. Bicycles hired overnight must be stored inside of a locked property.

I have read the above paragraphs and fully understand them. I have made no misrepresentation to Sea and Pine North Norfolk Cycle Hire regarding my name, address or age. The below signature acknowledges I also take responsibility for all members in our rental party, including the guidance of minors.

I, the undersigned, acknowledge that I have carefully read this agreement and release of liability and I understand it's contents. I understand that my signature below expressly waives any rights I may have to sue Sea and Pine North Norfolk Cycle Hire for injuries and/or damage.

Signed \_\_\_\_\_

Full name \_\_\_\_\_

Date \_\_\_\_\_