

Bicycles and Equipment Hire Terms and Conditions

The hirer is responsible for all hired items provided by Wheelie Fantastic for both themselves and any other rider or passenger under their care and/or supervision, included in the hire during the period of responsibility.

The hirer accepts that any personal injury or other damage to property caused to himself, themselves or by them to others during the period of responsibility is theirs alone and is not the responsibility of Wheelie Fantastic and the hirer agrees to hereby indemnify Wheelie Fantastic against any loss, damage or claim whatsoever arising against them. In the event of an accident of any type you must notify Wheelie Fantastic of the same immediately.

The period of responsibility is the time from which the bike and any other equipment are handed over to the hirer, until the time the bike and any other equipment is returned to Wheelie Fantastic or their agent, at the required time.

The hirer accepts that all hired items provided by Wheelie Fantastic are to be returned to Wheelie Fantastic upon completion of the period of responsibility and that the late return of hired items shall incur a fee of \$30 per hour. In the event that the hirer is unable to return the bike to the designated location at the end of the hire, for any reason whatsoever, there will be a minimum call out and collection fee of \$100 per person, which will be charged at the discretion of Wheelie Fantastic.

The bikes are designed to be ridden on roads and trails and they should not be taken on intermediate or advanced mountain bike tracks, nor should they come into contact with sea water.

All bikes, when not in use, must be securely locked to a permanent fixture with the lock provided.

The hirer accepts that they are responsible for the cost of replacement, repair or other remedy, at the determination of Wheelie Fantastic, should any loss or damage occur to the hired items during the period of responsibility.

During the period of long term hire, when bikes and equipment are not returned to Wheelie Fantastic at the end of each day, the hirer must check the bikes before they are ridden to ensure that they are in full working order. If a fault occurs, Wheelie Fantastic should be notified immediately and arrangements will be made to fix the fault as soon as is reasonably practicable. The hirer accepts that Wheelie Fantastic may not always be able to rectify a fault immediately.

An open credit/debit card imprint may be taken as security. The hirer will be required to provide photo ID for the hire of an electric bike. By signing this agreement you consent to Wheelie Fantastic charging any losses or damage to your debit or credit card or to seek recovery of such losses or costs by other legal means.

This agreement is governed in all aspects by the laws of New Zealand and the parties submit to the jurisdiction of the courts of New Zealand. Travel insurance is not included in the price of your booking. Visitors to New Zealand must have their own full insurance due to limited ACC cover. Additionally, although Wheelie Fantastic will take all reasonable care to ensure that any baggage is kept secure whilst in our possession, we take no responsibility for any loss or damage to baggage or valuables left with us. The hirer agrees that Wheelie Fantastic will not be liable

to you for any loss, cost or damage (including loss of enjoyment) suffered directly or indirectly in connection with any loss or damage to your baggage. It is recommended that both national and international travellers ensure that they have insurance to cover their baggage in this scenario.

The hirer understands the New Zealand road code and agrees to abide by it. Bicycles are subject to the same legislation regarding alcohol limits that apply to other vehicles. Where a guide is provided, the role of a guide is simply to offer navigational advice and assistance to those riders who require it. The presence of a guide in no way negates the hirer's responsibility to ensure that they at all times ride in a safe and responsible manner, ensuring their own safety and all members of the group. Each rider must comply with the New Zealand road code and any instructions given by the guide. Wheelie Fantastic reserves the right to withdraw any person who it believes is likely to be a danger to themselves or others.

The hirer accepts that cycling and associated activities have inherent risks and can be dangerous. The hirer understands that these include (but are not limited to) illness, navigational difficulties, rough riding conditions, poor weather and collisions, all of which may occur in isolated areas. The hirer accepts all responsibility and liability for ensuring their own safety. Wheelie Fantastic request that the hirer shows consideration to other trail and road users. Wheelie Fantastic reserves the right to withdraw any person who it believes is likely to be a danger to themselves or others.

The hirer has no known or underlying health issues that could be exacerbated by cycling. If the hirer feels unwell they agree to stop and do not hold Wheelie Fantastic responsible for any illness or injury during their period of hire.

Payment Policy

Multi-day Tours A deposit of 25% of the total is required to secure your booking. The balance is payable no later than 30 days before the first day of hire.

Day Tours Bike and Equipment Hire should be paid in full, at the time of booking, to secure the reservation.

Cancellation Policy

Multi day tours - cancellation up to 30 days of arrival date: 25% forfeit of the total booking price*. Cancellation within 30 days of arrival date: 100% forfeit of the total booking price.

Day tours - cancellation within 7 days of arrival date: 100% forfeit of the total booking price.

*Third party bookings made by Wheelie Fantastic for the customer's tour may not be refunded, therefore forfeit % may be greater.

If there is a no show at the designated time for a tour, no refund will be offered.

In the unlikely event that Wheelie Fantastic have to cancel all or part of a trip, a full refund shall be made. Wheelie Fantastic reserves the right to decide if conditions call for cancellation or not. In the event of poor weather developing after the tour has commenced and the customers do not wish to continue, no refunds can be made.