

BIKE RENTAL FAQs

Why should I reserve a bike in advance?

Reservations ensure a bike is held for you and helps us better serve you when you arrive by speeding up the checkout process.

Do you offer walk-in rentals?

We accept walk-in rentals weather dependent. Same day rentals are first come, first served. E-Bikes must be reserved 24 hours or more in advance, no same day rentals.

Is the price online the same price as if I walk in?

No! There is a \$10 fee for walk-ins.

Do I need to leave a deposit?

To secure your reservation, full payment is required as deposit for your reservation. In addition, an ID is required when picking up rented items.

Do you offer group discounts?

No group discounts. Large groups can book via email or book a guide!

What size bike is right for me?

Your height range (or age-range for kids) is often included in the name of the bike. You should confirm the correct "fit" when you pick up your bike. If the bike you selected is not the right fit, we will gladly make minor adjustments or provide a suitable alternative (if available).

Can I bring my own saddle

Due to the large volume of bikes we charge \$30 for saddle swaps. We reserve the right to refuse swaps.

What equipment comes with my bike rental?

Bikes are equipped with one bottle cage, pedals of your choosing, and a helmet that are all included with your rental. Flat packs, maps, and water bottles are also available for purchase or rent. We highly recommend buying a map or hiring a guide for the best experience possible if you are not familiar with the area.

How do I transport my rental?

Transportation is the responsibility of the renter. We have very limited hitch racks available for rent but the vehicle will need an existing hitch receiver. Strapping to your roof or shoving in your car is HIGHLY discouraged. Having trouble finding transportation? We recommend hiring a guide!

Can I change a reservation?

Yes, in most cases your reservation can be revised to change dates or equipment without penalty. Contact the shop at 828-862-5111 or email us at sales@earthmountainbicycle.com to make updates to existing reservations. We require a 48 hour notice for all rental reservations.

What if I am late returning?

\$100 late fee applies PER bike if returned after the allotted time. Under no circumstance should bikes be left unsupervised before opening or after closing for return. No exceptions to this policy.

What's your cancellation policy?

We have a 48 hour cancellation policy. Bikes changed or cancelled within 48 hours will incur a \$30 fee per bike. No Shows will be charged for full rental cost. Cancellation fees do not apply for weather related cancellations. To cancel an online reservation, simply email sales@earthmountainbicycle.com or give us a call at 828-862-5111.

Can I rent a bike for half a day?

Full day rentals only. Rental durations are based on a day rate that is defined by an end-of-day return. A bike rented for one day is picked up and dropped off on the same day. If a two day rental is selected, the bike needs to be dropped off by the end of the second day. A rental "day" is not a 24 hour period from the time of pick up.

Can I ride more than one bike in the day?

No discounts for bike rentals. You can rent as many bikes as you want but all rules and fees still apply for each bike.

Do I have to sign a Liability Release?

Yes, cycling can be a dangerous activity and we want you to clearly understand these risks and what responsibility each involved party has regarding your rental. Online reservations requires the user to agree to terms and conditions, which includes a Liability Release, Waiver and Indemnification. You are also required to sign a print copy of this or similar document when picking up at the shop.

What happens if I get a flat tire?

We strongly recommend that you always carry a cell phone when you ride. Earth Mountain Bicycle is not responsible for technical assistance or bicycle recovery. If you have trouble or get a flat and are not prepared to fix it we ask that you bring it to Earth Mountain Bicycle and we will do our best to get you back out on the trail. Flat kits and pumps can be requested at pickup. Should you have a mechanical problem, stop riding and move to a safe location before using your phone.

Can someone else ride the bike I rent?

Bikes are only to be ridden by the individual specified during the rental checkout process and as outlined in the Waiver, Release & Indemnification.

Do you offer rental insurance?

No. Earth Mountain Bicycle does not currently offer insurance on rented bikes and equipment.

What if the bike is stolen or damaged?

The renter is held responsible for rental bikes and equipment from the time it is released to the renter's custody until the time it is checked back in. To avoid additional fees, make sure to always care for and protect your rented equipment as if it were your own. It should be returned in essentially the same condition as it left the shop. If needed, check your credit card and homeowner's policy for possible coverage.

Is there information on the local area including route maps or points of interest?

Do your research before renting to find the best place to ride. Not all trails are appropriate for all riders. We sell maps in store and can give recommendations to the best of our ability. New to this area? We recommend hiring a guide!

More Questions?

Please feel free to contact us via email at sales@earthmountainbicycle or call us at 828-862-5111.