



BOOKING TERMS & CONDITIONS

Please visit our COVID-19 page for the most up to date information.

By paying your rental or trip fees you reserved the paid for item from the Handle-Bar. By Paying for the selected items, you are agreeing to our booking terms and conditions stated below.

Please read the following Booking Terms and Conditions

- 1) The Handle-Bar reserves the right to cancel any event resulting in a full refund. The Handle-Bar reserves the right to change the content of any course without prior notice.
- 2) All rates and deposits are in Canadian dollars and will be subject to the applicable exchange rate if paid in another currency. Rates are subject to change without notice.

Rentals

- 3) Terms of cancellation for rental equipment are as following:
 - a) Cancellation within 72 hours of rental begin will result in a full refund.
 - b) Cancellation within 48 hours of rental begin will result in a 70% refund, or transferal to another date.
 - c) Cancellations within 24 hours of rental begin are non-refundable, and non-transferable to another date.
- 4) All cancellations must be received by telephone or confirmed in writing by email to info@handle-bar.ca.
- 5) All rental equipment requires a credit card pre-authorization and photo identification. Credit card holder must be present at the time of pick up with matching photo identification. We do not accept pre-paid or debit-credit cards as a deposit. For more information on our credit card retention policy visit our Terms and Conditions page.
- 6) All rentals will be inspected before pick-up and after drop-of. If a bike is returned with damages, Terms of our Variable Insurance Policy apply.
- 7) If a bike is deemed unfit to be ridden and was intended for you, the Handle-Bar reserves the right to cancel your booking with a full refund to you, or provide you with a substitution at no extra charge.



- 8) The return of rental equipment outside of the agreed to rental times (late return), will result in the addition of an hourly charge as specified in the Handle-Bar store up to the end of that business day being 6:00pm. After this point a half day charges for every half day the rental equipment is late will be charged. This penalty charge will be charged to the provided credit-card information provided and agreed to by the renting and signing party of the rental agreement.
- 9) Renters who are in any way affiliates of professional biking must rely on their own insurance to cover any damages to Handle-Bar equipment, and can not utilize the Handle-Bar Supplementary Insurance options.

Trips

- 10) Terms of cancellation for guided trips are as following:
 - a) Cancellation before 14 days of trip begin will result in a full refund.
 - b) Cancellation within 7 days of trip begin will result in a 70% refund, or transferal to another date within one calendar year.
 - c) Cancellations within 48 hours of booking begin is non-refundable, unless a replacement participant is found.
 - d)
- 11) All cancellations must be received by telephone or confirmed in writing by email to info@handle-bar.ca.
- 12) If the Handle-Bar cancels a trip due to a COVID-19 travel restriction, guests will have the following options:
 - a) Move full funds to the following season.
 - b) Put funds on account to be used towards a new trip within six months. If not applied to a trip in this period, they will be refunded 100% subject to the full extent of the booking Terms and Conditions.
 - c) 100% refund.
- 13) Participation in any Handle-Bar events and rentals is conditional on all members of the party completing our Release of Liability, Waiver of Claims, Assumption of Risk, Warning, Indemnity and Consent to Medical Treatment Agreement prior to start of the booked event or rental.
- 14) It is the responsibility of the guest to arrive at the the Handle-Bar departure sites, the Bragg Creek store site or the equipment rental trailer in the West Bragg Creek Provincial Recreation Area Parking Lot at the required and before hand communicated times; and it is your responsibility for any extra costs incurred if a scheduled Handle-Bar departure is missed.
- 15) Should events beyond the reasonable control of the Handle-Bar, including but not limited to acts of God, disease, government regulation or advisory (including travel advisory warnings), pandemics and/or health crisis, terrorism or threats of terrorism as substantiated by governmental warnings or



advisory notices, curtailment of transportation services or facilities which would materially affect attendees from attending, disaster, fire, earthquakes or extreme inclement weather (collectively referred to as "occurrences"), making your trip commercially impracticable, impracticable to perform, illegal, or impossible to fully perform, the Handle-Bar may cancel your trip and terminate your booking. In such circumstances, please refer to section 7. a-c of the Handle-Bar cancellation policy for more information on how we will handle your deposit and payment. The Handle-Bar will not be liable for any liquidated damages, cancellation fees, rental charges, service charges, or any direct, consequential, compensatory, incidental damages or any other damages or amounts of any nature what so ever caused by this cancelation.

- 16) This agreement shall be governed by and construed in accordance with the laws of Alberta and the laws of Canada applicable therein.

10 Punch Cards

- 17) 10 punch cards do not expire over time, only after 10 bikes have been rented in the parameter of the card purchased, as specified below.
- 18) 10 punch cards are non-refundable, not transferable to other monetary compensation, or products of the Handle-Bar or Kniebel Adventures & Services Inc.
- 19) Kids 10 punch cards are valid only for kids bikes (Jr. Rocky Mountain Growler 24" & 26") subject to the terms and conditions of "rentals" as mentioned above.
- 20) Weekday 10 punch cards are valid only under the week (Monday – Friday) (excluding electric mountain bikes) subject to the terms and conditions of "rentals" as mentioned above.
- 21) Evening 10 punch cards are valid only after 6:00 pm (excluding electric mountain bikes) subject to the terms and conditions of "rentals" as mentioned above.
- 22) Electric mountain bike 10 punch cards are valid for E-Bikes, as well as all other bikes. The choice to rent a non-electric bike will result in the consumption of one use on the 10 punch card with out monetary equalization of the price difference. Subject to the terms and conditions of "rentals" as mentioned above.
- 23) Adult non weekday, or evening 10 punch cards are valid for adult mountain bikes as well as kids bikes (excluding electric mountain bikes) from 9:00am-6:00pm. The choice to rent a kids bike with an adult non weekday, or evening 10 punch cards bike will result in the consumption of one use on the 10 punch card with out monetary equalization of the price difference. Subject to the terms and conditions of "rentals" as mentioned above.
- 24) Kids non weekday, or evening 10 punch cards are valid for kids bikes (Jr. Rocky Mountain Growler 24" & 26") from 9:00am-6:00pm. Subject to the terms and conditions of "rentals" as mentioned above.



- 25) Electric non weekday, or evening 10 punch cards are valid for E-Bikes, as well as all other bikes. The choice to rent a non-electric bike will result in the consumption of one use on the 10 punch card with out monetary equalization of the price difference. Subject to the terms and conditions of “rentals” as mentioned above.

Long Term Rentals

- 26) Long term rentals are seven-day rentals consisting of seven consecutive days. The rental agreement expires upon the return of the bike before 6:00pm of the seventh rental day of the bike. No refund, or monetary equalization will be issued if it is returned before the end of the rental agreement.
- 27) The return of the bike after 6:00pm on the seventh day of the rental (late return), will result in the addition of half day charges for every half day it is late. This penalty charge will be charged to the provided credit-card information provided and agreed to by the renting and signing party of the rental agreement.
- 28) Long term rentals can not take advantage of the \$20.00 supplementary insurance. Specified in “Supplementary Insurance Form” on our website under terms and conditions.

Group gear rental

- 29) Group rentals are given with a 20% discount on the subtotal of the rental.
- 30) Groups are:
- a) Legal organizations or companies.
 - b) Bookings for more than 5 sets of equipment
 - c) Bookings
- 31) A non-refundable deposit of 20% must be paid on all group bookings. This is calculated by the subtotal of the booking, including 5%Gst.
- 32) Bookings must be completed min 2 (two) weeks ahead of time. A completed booking consists of:
- a) Agreed upon day of rental
 - b) Chosen gear
 - c) Payment of the non-refundable deposit
 - d) Agreed upon time of return
- 33) Full payment of the booking including Gst. must be made 1 (one) week before the day of the rental begin. If full payment is not made Handle-Bar reserves the right to cancel the booking.

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MAKING THE EXTREME ACCESSIBLE

- 34) Refunds on group booking are as follows:
- a) Cancellation within 7 days of booking begin will result in a 80% refund of the booking total or can be moved to another date with the same conditions.
 - b) Cancellation within 6 days of booking begin will result in a 60% refund of the booking total or can be moved to another date with the same conditions.
 - c) Cancellation within 4 days of booking begin will result in a 40% refund of the booking total and can not be moved to another date without creating a new booking.
 - d) Cancellation within 2 days of booking begin are non refundable and can not be moved to another date without creating a new booking.
- 35) Group booking discounts can not be added to long term rental discounts.
Gift vouchers or coupons can be used
- 36) Standard delivery charges apply to group bookings. Group booking can arrange for a delivery to their destination at the standard delivery fee of \$10/bike. Delivery options are WBC PRA, Allen Bill PRA, Station flat PRA, Paddies Flats Campground, Moose Mnt. Fire Rd. parking area, Canyon Creek PRA, or Little Elbow PRA. All other destinations are subject to an increase in the delivery charge and must be approved by the Handle-Bar.
- 37) Liability for the equipment is assumed by the organizing party who made payment unless otherwise noted and agreed on by the Handle-Bar and the party taking responsibility through a credit card retention form.