

Terms and Conditions

Cycles and equipment once hired are the responsibility of the Hirer. The hirer will need to check they are happy with all the equipment provided and raise any issues with a member of the team before leaving the site. The Hirer is fully responsible for the reimbursement of any Loss to Dean Forest Cycles as a result of loss, theft or damage.

Reimbursement of lost stolen or damaged Equipment items will be in the form of the full replacement cost of missing or damaged item, or the full cost of repair, including all parts, labour and consumables, with labour charged at £20 / hr). An administrative fee of £20 will be charged by Dean Forest Cycles for each claim in dealing with any Loss. The Hirer will be responsible for all Legal costs incurred by Dean Forest Cycles in dealing with any Loss, including recovering lost or damaged Equipment. If bikes have to be recovered or collected by Dean Forest Cycles a fee of £50 per bike shall be paid by the Hirer for this service.

All Equipment, including cycles, accessory or ancillary equipment hired must be returned before the end of the agreed hire period as specified on the Dean Forest Cycles Bike Hire Form, or 30 minutes before closing time. All Equipment remains the responsibility of the hirer until it has been returned in full to Dean Forest Cycles. All Equipment returned after the agreed hire period will be charged at £10 / per half hour until returned by the Hirer. Dean Forest Cycles accepts no responsibility for equipment returned late due to lack of fitness, injury or customers getting lost and a late fee will need to be paid before deposit is returned to the hirer. Any equipment that has to be recovered by Dean Forest Cycles will be charged at £50 per bike.

Dean Forest Cycles provide, Cycle Helmets FREE OF CHARGE whilst hiring Equipment (cycles) and we recommend the wearing of cycle helmets at all times, helmets must be worn by those ages 16 and under or anyone riding the mountain bike trails, hire will be refused to those in this bracket who will not wear a helmet and no refund will be given. All Equipment issued to the Hirer by Dean Forest Cycles is specifically for the appointed rider, it is not recommended that Equipment be exchanged amongst riders as damage or injury may result.

Dean Forest Cycles reserve the right to hire the appropriate Equipment according to height, age, weight, and ability. Dean Forest Cycles retain the right to refuse hire at any time.

Please ensure the correct size and type of bike are booked for each member of your group, where the bikes booked are incorrect hire will be refused and no refund will be given.

All Cycles and equipment are regularly maintained and serviced to the highest possible standards and therefore are hired in the knowledge that they are fit for purpose. Any defects should be brought to the attention of a member of Dean Forest Cycles staff before removal of the item from the site in order that minor repairs may be carried out or a suitable replacement may be issued to the Hirer. Dean Forest Cycles accept no liability for accident or injury or death incurred as a result of

mechanical failure. No changes are to be made to the bike by the hirer other than seat height, any damaged caused by changes made by the customer will be charged.

Dean Forest Cycles recommend bikes are ridden from our site and the hirer accepts they are responsible for any damage caused by transporting the bike in vehicles.

The Hirer must ensure they have informed Dean Forest Cycles staff of the intended cycling activity in order for the appropriate cycle to be issued. The Hirer must also ensure they have the appropriate skill for the intended cycling activity. Each member of the party must be a competent cyclist or supervised by one. Dean Forest Cycles are not responsible for any issues caused due to lack of understanding or capability. We are happy to answer questions to help you understand how to use the bike before you depart. By completing the Dean Forest Cycles Bike Hire Form and accepting the Terms and Conditions of Equipment Hire, the Hirer acknowledges that all forms of cycling and mountain biking are inherently dangerous activities. The Hirer warrants that the Hirer, and any third party whom they are hiring Equipment on behalf of, have a suitable level of skill to operate the Equipment on terrain chosen by the Hirer. Dean Forest Cycles accepts no liability for any Death, Injury or loss suffered or incurred by the Hirer as a result of use of the Equipment.

Our cycle trail bikes are suitable for use on the family cycle trail, and similar Forest Tracks. Green Graded.

Our Mountain bikes and full suspensions are suitable for use on forest tracks and off road cycle trails. Blue or Red Graded

Our Mountain bikes including full suspensions and E-bikes, are NOT suitable for use on the downhill runs.

E-bikes are to be ridden by those ages 16+ only.

Any one under 16 must be accompanied by an adult at all times.

Bikes are not to be used on the uplift service.

Any damage resulting from misuse will be charged for.

If you are unsure of suitable cycle routes or the suitability of cycles for yourself or your group please ask a member of staff for advice. We do not recommend attempting to ride outside of your limits or that of the weakest member of your group at any point as injury will likely result. We do not hire bikes for use in bike parks outside of the Forest of Dean for example Bike Park Wales.

Payment by the hirers to be made by cash, credit card or debit card only. Interest on any monies owing or outstanding to Dean Forest Cycles will be charged at 5% per item of Equipment per day.

Booking must be paid for in full before they are considered booked.

Refunds on booking will be offered only on cancellations with 7 days' notice, any cancellations made within 7 days of the hire date will be charged at 100%. Cancellations made 72 hours before the collection time may be offered an alternative hire date this is solely at the discretion of Dean Forest

Cycles. The Hirer may only move their booking to an alternative date once, this is at the discretion of Dean Forest Cycles.

Any discounts are at the discretion of Dean Forest Cycles management, and discounts are at no time an entitlement of the Hirer. Dean Forest Cycles management reserves the right to change or remove discount offers at any time without notice.

Hirers must show photographic ID clearly confirming name and address (i.e. photographic driving licence, passport). Dean Forest Cycles Bike Hire Forms must be completed by the Hirer, a deposit collected and payment made before Equipment, including all cycles, accessory, or ancillary equipment are removed from the site. The right to hire is entirely at the discretion of Dean Forest Cycles. Dean Forest Cycles reserves the right to hold on to any deposit until all equipment is returned in the same condition in which it was provided.

Any information provided to Dean Forest Cycles will be treated as confidential. By providing your email address with the Dean Forest Cycles Bike Hire Form the Hirer agrees to allow Dean Forest Cycles to send emails containing news, special offers and updates.

Dean Forest Cycles does not offer any sort of collection service, any issues found once out on the trails are the responsibility of the hirer however where possible Dean Forest Cycles will repair or replace items returned by the hirer to Dean Forest Cycles. Dean Forest Cycles do not offer refunds for mechanical failures or punctures, puncture kits can be provided when hiring so minor issues can be sorted without needing to return to site. If the hirer chooses not to take a repair kit, Dean Forest Cycles can choose to collect the bike and replace the puncture, a fee of £20 will be charged for this, this is at the discretion of Dean Forest Cycles.

The Hirer accepts where booking on behalf of other people in their party that they have the authority to do so and will remain responsible for all equipment hired.