



LOCAL MOTION BIKE RENTALS

Answers to frequently asked questions

Welcome to Local Motion's Trailside Center Bike Rentals!

We believe in doing our part to prevent the spread of COVID-19. As an organization, we follow Vermont's [Be Smart, Stay Safe Order](#). While we understand that there may be a requirement for out of state visitors to self-quarantine, it is not up to us to enforce that requirement. Our employees are required to wear masks when interacting with customers and other staff and to observe social distancing of 6 feet. We hope that you, our customers, will do the same to help prevent the spread of this virus.

1. You will receive an emailed confirmation of your reservation. Please check your spam folder if you do not see it right away.
2. Please wear a face mask when picking up a reserved bike, for the safety of our staff and other customers.
3. Please observe social distancing when picking up or dropping off bikes.
4. Please do not gather in groups of more than 6 people near our office. Respect the group being served ahead of you, and wait your turn.
5. While we have helmets for you to use, we encourage you to bring your own helmet.
6. Please adhere to the time slot you have reserved. Late returns will be charged \$18 for each hour late, beginning 10 minutes after time due in. Late returns ruin other renters' ability to enjoy bike riding as well. Please be considerate.
7. Please arrive 5-10 mins before your reservation period to ensure you get to use the entirety of your rental period.
8. Please only reserve for the amount of time you will need. We will not refund the difference between hourly rates. When you reserve a time slot it prevents others from making rentals. Please be courteous to other patrons.
9. For e-bike rentals, we will ask to see your ID and credit card at pick-up time.
10. Our building is closed to customers. If you need to use the restroom, the Information Center on College Street (just to the north) is open.



11. The website only allows you to create reservations for a single day or for consecutive days. If you want to reserve one bike for two or more **non consecutive** days, you will need to create separate reservations.
12. If you have any questions please feel free to reach out to us by email or by phone:
Phone: 802-652-2453 Email: Bikerentals@localmotion.org
13. We will not be able to lend out tools or air pumps.
14. Please maintain a 6 foot distance even when cycling. When going around someone, please slow down and wait for oncoming traffic to go by before passing.
15. The Bike Ferry is currently closed.
16. Please bear with us while we work through the new requirements!