



FREQUENTLY ASKED QUESTIONS

FAQs SPECIFIC TO THE DOWNTOWN
WINNIPEG BIZ RENTAL LOCATION

ALSO AVAILABLE ON OUR WEBSITE
[www.downtownwinnipegbiz.com/
pedalinthepeg/](http://www.downtownwinnipegbiz.com/pedalinthepeg/)

ABOUT PEDAL IN THE PEG



Q What is Pedal in the Peg?

A Pedal in the Peg is a public bike rental program launched by the Downtown Winnipeg BIZ in partnership with the City of Winnipeg.

Q Who can rent a bike?

A The Pedal in the Peg bikes are available to anyone over the age of 18.

Q Where do I rent a bike?

A There are currently 5 Pedal in the Peg locations in downtown Winnipeg:

1. Downtown Winnipeg BIZ office
2. City Hall (311 Desk)
3. Alt Hotel
4. Delta Hotel
5. Holiday Inn & Suites

Please call your rental location to confirm rental rates and availability as this varies by each location. Contact information is available on our website.

Q How do I rent a bike?

A Call Downtown Winnipeg BIZ to reserve a bike, arrive 15 minutes prior to reservation time, provide your government issued photo ID and credit card for the security deposit, fill out the rental form and waiver, the front desk will hand you your key, check over your bike, and pedal away!

Q How much does Pedal in the Peg cost?

A At our Downtown Winnipeg BIZ location, Pedal in the Peg rentals are **FREE!** City Hall also offers FREE rentals while the hotel rates* are as follows:

- \$15 - Half Day
- \$25 - Full Day
- \$20 - Full Night
- \$40 - Day + Night

A **pre-authorization of \$300** is required as a security deposit. This will not be charged, just authorized, and will be cancelled upon return of the bike in good condition.

*Contact your rental location to confirm rates

Q How many bikes are available?

A Downtown Winnipeg BIZ has 2 bikes available to rent at this time. There are 12 bikes in total throughout all of the participating locations. We hope to continue expanding in the future!

Q Do the bikes fit everyone?

A The bikes have adjustable seats to accommodate all heights and sizes. You can and should adjust your seat to fit prior to leaving with your rental bike.

Q Do I have to make a reservation?

A We strongly encourage making a reservation ahead of time to confirm bike availability. If you walk in without a reservation, Downtown Winnipeg BIZ **cannot guarantee** there will be a bike for you.

HOW IT WORKS



Q When can I rent a bike?

A At our Downtown Winnipeg BIZ location, the bike rentals correspond to our office hours. Rentals are available from **Monday - Friday** and the available time slots are:

Half Day: 9:00 am - 1:00 pm

Half Day: 12:00 pm - 4:00 pm

Full Day: 9:00 am - 4:00 pm

Q Can I rent a bike overnight?

A No, not at our Downtown Winnipeg BIZ location. However the hotels offer overnight rentals.

Q What if I keep the bike out past my rental time?

A To ensure the bikes are available for everyone to use, **late fees** apply for renters who do not return their bike on time. The penalty is \$20 for **every 15 minutes** late and will be deducted from your security deposit. If you do not return the bike within **24 hours**, you will forfeit your security deposit. If you do not return the bike within **48 hours**, the replacement cost of the bike (\$650) will be charged to your credit card.

Q What if the office is closed when I return my bike?

A If you are late, and the office is closed upon your return, you are responsible to return the bike the following day when the office opens and will be charged the appropriate late fees. If you are running late, please contact our office to communicate your return time.

Q How do I return my bike?

A Lock your bike securely to the bike rack you took it from and bring your key into the office. Once it is confirmed there is no damage to the bike, the pre-authorization on your credit card will be cancelled. For details on how to lock your bike, see **Locking Your Bike**.

Q What is the cancellation policy?

A In the event you are unable to meet your reservation, we ask that you call to cancel. We want to ensure there are bikes available for anyone who wishes to rent one and appreciate the courtesy! Downtown Winnipeg BIZ reserves the right to cancel any reservation without notice due to unforeseen circumstances (vandalism, theft, etc.)

Q Can I lend my bike to someone else?

A You are responsible for the bike from the moment you receive the key until the moment you hand it back in. We do not recommend lending it to anyone else as you are responsible for any damage/theft that occurs while you are renting the bike.

Q Can I rent multiple bikes with the same credit card?

A Yes, however you will be required to cover the security deposit for each bike and will be responsible for any incurred costs for each bike.

HOW IT WORKS



Q Why is a security deposit required?

A We require a security deposit to cover any damage that might occur while the bike is in your care.

Q What methods of payment are acceptable for the security deposit?

A Only VISA or Mastercard are accepted for deposits. Prepaid cards are not accepted.

Q What if I do not have a VISA or Mastercard?

A Unfortunately, if you do not have an accepted credit card you cannot rent a bike. Without pre-authorizing the deposit, we cannot confirm you can cover the cost of the bike should something happen to it.

Q Why do I need to provide photo ID?

A Government issued photo identification is required to prove that you are 18 years of age or older as well as to ensure the credit card you are using is your own.

Q What are acceptable forms of photo ID?

A The photo identification required **must be government issued** and must indicate your name and date of birth. Examples of this are a drivers license or passport. **Unacceptable** forms of photo ID are student cards or birth certificates.

Q Why are Downtown Winnipeg BIZ rentals free while the hotels charge a fee?

A The hotel rates are set to help cover administrative and maintenance costs. As Downtown Winnipeg BIZ and the City of Winnipeg are funding the program, we are willing to absorb these costs to advocate for cycling in our downtown.

SAFETY



Q Is Pedal in the Peg safe?

A There are always risks with any mode of transportation, but Pedal in the Peg is relatively safe. The sturdy-framed bikes are durable and comfortable. Each bicycle comes with a loud bell and LED lights, so the bike is easily seen by cars and other cyclists. All of these features, along with riders staying alert, reduce the chance of an accident. All riders should also wear a helmet to reduce the risk of head injury in case of an accident.

Q Is there anything I should do prior to starting a ride?

A Check that your key works well, adjust the seat for your height, press the brakes to check the resistance, and check that the tires are inflated.

Q Do I have to wear a helmet?

A Winnipeg law does not require you to wear a helmet if you are over the age of 18 however we **strongly encourage** everyone to wear a helmet while cycling to reduce the risk of head injury. Helmets are complimentary with your bike rental should you require one.

Q Where are the Winnipeg bike lanes?

A At the time of your check-in you will receive a City of Winnipeg cycling map (also found here: winnipeg.ca/bikemap). It is always a good idea to plan your route before you leave.

Q How do I ride safely in the city?

A Ride with traffic
Obey all traffic signs and signals
Yield to pedestrians
Stay off sidewalks
Never ride distracted
Use hand signals

See **Bike Safely** for more safety tips (mpi.mb.ca/en/PDFs/AdultsCyclingBooklet.pdf)

Q Are there lessons on how to ride safely in the city?

A The organization **CAN-BIKE** offers classes for adults on learning to ride, navigating traffic, commuting by bike, and more. Call **(204)925-5686** or visit their website (canbikecanada.ca/) for more information and a schedule of classes.

TROUBLESHOOTING

Q What should I do if my credit card isn't working?

A If our secure online portal rejects your credit card, it is because you do not have the available credit amount or the bank has rejected the transaction. Ensure you have room for the pre-authorized on your credit card and if your card is still rejected, call your bank. If your credit card is rejected, you cannot rent a bike.

Q What should I do if there is a problem with my bike?

A We require renters to check over their bikes prior to departure to avoid encountering problem during their rental. If you identify a problem during your check-in, notify the front desk staff and they can best advise how to proceed. If the bike is deemed "unrideable", you will be offered another bike if available or will be required to reschedule.

If you encounter a problem with your bike during your rental, please contact our office at **204-958-4640**. You can return to our office and exchange the bike for another one (if available) or return it at your original check-out time. If the problem will cause a delay in your return, please communicate this to our office to avoid late fees.

Q What if it is raining on the day of my reservation?

A We cannot predict the weather and proceeding with your reservation in the rain is left up to your judgement. If you would like to reschedule, we will be happy to do so but your new reservation will be subject to availability.

Q What should I do if my bike key is lost or stolen?

A Our front desk has a spare key to all the locks. If you lose your key or it is stolen, please contact our office at **204-958-4640** and return to pick up a spare key. You may be responsible for the cost of the missing key (\$15).

Q What should I do if my bike is lost or stolen?

A Riders are responsible for their bikes from the time they receive their key until the time their key is returned. If your bicycle is stolen while it is checked out, file police report by calling the Winnipeg Police Service at **(204)986-6222** and notify our office as soon as possible **(204)958-4640**. Riders may be responsible for the fee of recovery or replacement of the bike—\$650 (+ tax).

Q What should I do if my bike key isn't working?

A Check that your key locks and unlocks your bicycle before departure. In the event your key isn't working during your rental, contact our office **(204)958-4640** and return to pick up a spare key. The original key must be provided or you will be responsible to cover its replacement cost (\$15).

Q What should I do if I crash my bike?

A Call 911 immediately if you are injured. Call the police to make a report at **(204)986-6222**. Riders must also report to Downtown Winnipeg BIZ within 24 hours by calling **(204)958-4640**. Please note that the bike is still your responsibility until it is returned. If you are unable to return your bike, contact our office.
