



FREQUENTLY ASKED QUESTIONS

RENTAL LOCATION HOURS:

Location 1: Morden Drugstore	
215 Stephen St #104 Morden, MB R6M 1V2	
Monday	9:00 AM – 7:00 PM
Tuesday	9:00 AM – 7:00 PM
Wednesday	9:00 AM – 7:00 PM
Thursday	9:00 AM – 7:00 PM
Friday	9:00 AM – 9:00 PM
Saturday	9:00 AM – 9:00 PM
Sunday	12:00 AM – 6:00 PM

Location 2: Video Visions	
1-801 Stephen St Morden, MB R6M 1G2	
Monday	8:30 AM – 10:00 PM
Tuesday	8:30 AM – 10:00 PM
Wednesday	8:30 AM – 10:00 PM
Thursday	8:30 AM – 10:00 PM
Friday	8:30 AM – 10:00 PM
Saturday	8:30 AM – 10:00 PM
Sunday	9:30 AM – 10:00 PM

COORDINATING OFFICE

Use this contact info if you are unable to reserve online

Access Event Centre- 111-D Gilmour St
Mon-Fri, 8:30-4:30pm
204-822-5431 ext.206 | mordenbikeshare@mymorden.ca

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ABOUT MORDEN BIKE SHARE

What is Morden Bike Share?

Morden Bike Share is a free public bike rental program launched by City of Morden with sponsorship and support from Southern Health Healthy Living Together and Morden Area Foundation.

Who can rent a bike?

Morden Bike Share bikes are available to anyone over the age of 18. Ages 12-17 can borrow bikes under the supervision of an adult.

Where do I rent a bike?

Bike rental bookings must be done [online](#) (open 24-7) or with the coordinating office (Monday-Friday 8:30-4:30pm). There are currently 2 Morden Bike Share locations to pick up your pre-booked bike: Morden Drugstore (215 Stephen St #104) and Video Visions (1- 801 Stephen St).

How do I rent a bike?

- 1) Reserve a bike online at <https://morden.myturn.com>
 - or contact the coordinating office to schedule your rental (contact details on page 1).
- 2) Arrive 15 minutes prior to reservation time, and show your government issued photo ID
- 3) Provide a Credit or Debit Card (if not on file) to secure your booking. You will be fined for damage to the bikes (normal wear and tear not included). You will be fined for lost/stolen bikes.
- 4) Agree to the rental form and waiver, receive your key, check over your bike, and pedal away!

I don't have a credit card or debit card, how can I rent a bike?

Unfortunately you cannot rent a bike without a credit or debit card on file. We require the information so that we can ensure cost for damage/loss is covered.

How much does Morden Bike Share cost?

It's FREE! A credit card or debit card is required to secure your rental to ensure damages due to irresponsible use can be paid.

How many bikes are available?

There are currently 7 bikes available, with potential to expand in the future as needed.

Do the bikes fit everyone?

The bikes have adjustable seats to accommodate all heights and sizes for youth and adults. They are not suitable for younger children. You can and should adjust your seat to fit prior to leaving with your rental bike.

Do I have to make a reservation?

Yes. Our rental locations are facilitating the transfer of equipment but are not processing new rentals. This must be done [online](#) or by contacting the coordinating office. If you walk in without a reservation, Morden Bike Share cannot rent a bike for you.

HOW IT WORKS

When can I rent a bike?

You can reserve a bike online 24-7 or you can reserve a bike with the coordinating office (M-F 8:30-4:30pm). The days and times available to use the bike correspond with the rental location hours (see page 1). Both locations are open 7 days a week!

Can I rent a bike overnight?

No, bikes must be returned 15 minutes before the closing hours of the rental location.

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

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. If you do not return the bike within 24 hours, you will be charged \$300. If you do not return the bike within 48 hours, the replacement cost of the bike (\$650) will be charged to your credit card.

What if the rental location is closed when I return my bike?

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

How do I return my bike?

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, you are free to go. If damages are noted they will be assessed, and your credit or debit card will be charged for the costs incurred.

Can I lend my bike to someone else?

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.

What is the cancellation policy?

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

Can I rent multiple bikes with the same credit/debit card?

Yes, however you will be charged on your card for damage or loss of any of the bikes.

Why do I need to provide photo ID?

Government issued photo identification is required to ensure the details on your account are current.

What are acceptable forms of photo ID?

The photo identification required must be government issued and must indicate your name and date of

birth. Examples of this are a driver's license or passport. Unacceptable forms of photo ID are student cards or birth certificates.

Why do you need a credit/debit card?

We require it to cover any damage that might occur while the bike is in your care.

SAFETY

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

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.

Is Morden Bike Share safe?

There are always risks with any mode of transportation, but Morden Bike Share 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.

How do I ride safely in the Morden?

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 (<http://mpi.mb.ca/en/PDFs/AdultsCyclingBooklet.pdf>)

Are there lessons on how to ride safely?

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 (www.canbikecanada.ca) for more information and a schedule of classes.

Do I have to wear a helmet?

You are not lawfully required 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. They are sanitized after each use.

TROUBLESHOOTING

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

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 rental location 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 return the unrideable bike to your rental location. If the problem will cause a delay in your return, please communicate this to the rental location to avoid late fees. You may rent another bike online or by contacting the coordinating office. If the reason for damage was irresponsible use, you will not be permitted to rent another bike.

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

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, you can do that online or by contacting the coordinating office. New reservations are subject to availability.

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

Our front desk has a spare key to all the locks. If you lose your key or it is stolen, please contact the rental location you rented from and return to pick up a spare key. You may be responsible for the cost of the missing key (\$15).

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

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 Morden Police (204) 822-4900 and notify the rental location as soon as possible. Riders may be responsible for the fee of recovery or replacement of the bike—\$650 (+ tax).

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

Check that your key locks and unlocks your bicycle before departure. In the event your key isn't working during your rental, contact the rental location 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).

What should I do if I crash my bike?

Call 911 immediately if you are injured. Call the police to make a report at (204) 822-4900. Riders must also report to your rental location within 24 hours. Please note that the bike is still your responsibility until it is returned. If you are unable to return your bike, contact the rental location.