



Bike Rental Policies and Procedures

Equipment checkout:

- The City of New London bike program is hosted by the New London Chamber of Commerce and is available for all community members.
- Bikes are available for rent Monday through Friday 8 a.m. to 4 p.m. and Saturday 10 a.m. to 2 p.m. Bike rentals will begin in June and run through October. The maximum rental period is daily (10 hours). If a longer rental is required, please talk to the New London Chamber of Commerce for block rates.
- A renter under the age of 18 must be accompanied by a parent or guardian when renting or using the bikes.
- Renters assume responsibility for the bike and all equipment associated to the bike.

How to make a reservation:

- All reservations must be made in person, by phone or through email by the individual renting the equipment.
- Reservations are encouraged to ensure availability of equipment, but are not required.
- Bikes that are not reserved are available first-come first-served.
- A bike is not considered “reserved” until full payment is received.
- Reservations may be made up to a maximum of 14 days in advance.
- A driver’s license is required for any reservation.

Reservation cancellation policies:

- Bike reservations: Any cancellation of reserved equipment greater than 24 hours from the scheduled pick up time will be eligible to receive a 100% refund.
- Bike reservations cancelled on the day of, or less than 24 hours from scheduled pick up will result in a 50% loss of all fees paid.

Return Policy:

- All equipment (bike, helmet and lock) must be returned by the person who reserved the gear.
- All equipment (bike, helmet and lock) must be returned by 6 p.m. on the date specified on the rental agreement form.
- Please return all gear (bike, helmet and lock) in a reasonably clean condition
- All rental equipment (bike, helmet and lock) will be checked for damage and cleanliness upon return.
- All bikes are registered with the New London Police Department with a license number associated with the lock combination. Do not switch locks out with another bike. Combinations are changed after every return. Your combination is ___ ___ ___ ___

Fees:

- Bikes may be rented for \$10 per hour. An additional \$5.00 will be charged for a half hour.
- Cash, checks and card are acceptable forms of payment.
- Late fees will be charged at a full daily rental rate (\$100) for any equipment returned after the due date.
- Renter will be charged the replacement cost for any items not returned after one week past the date specified on the rental agreement form.
- Fees will be assessed by the City of New London for any equipment replacement, damage, or loss.