



## RURAL RIVERS GROUP/SITE RENTAL POLICIES 2025

1. **Age Requirements**
    - Riders must be at least **18 years old** to rent and operate a Moonbike.
    - Riders aged **16-17** may operate with a parent or guardian's signed consent and presence.
  2. **Rental Period**
    - Moonbike group rental periods are defined as **120 - 180-minute private sessions**.
    - Time starts from the scheduled booking time, not the arrival time.
    - Rental of the Moonbikes and site ends upon the arranged booking time
  3. **Damage and Liability**
    - Customers are responsible for any damage to the Moonbike or other equipment caused during the rental period.
    - **A damage deposit (e.g., \$500) is required** or alternatively a hold will be placed on a credit card upon booking - and will be refunded if no damage occurs
    - Riders assume all risks associated with using the equipment and must sign a **waiver of liability** upon arrival to our property.
  4. **Safety Equipment**
    - Helmets are **mandatory** and included with the rental.
    - Guests are welcome to bring their own helmets however they need to be full face snowmobile helmets
    - Goggles are provided
    - All Moonbikes come with an attached first aid kit
  5. **Alcohol and Drugs**
    - Operating a Moonbike under the influence of alcohol or drugs is strictly prohibited.
    - Any violation will result in immediate termination of the rental with no refund.
    - No Alcohol or drugs allowed on site
  6. **Trail Use and Restrictions**
    - Moonbikes may only be used on designated private trails provided by the business.
    - Off-trail riding or reckless behavior will lead to termination of the rental.
    - This is not a racetrack - all trails are single file
    - The Sturgeon River is strictly off limits
  7. **Food & Drink**
    - Guests are welcome to bring outside food and drink (EXCEPT FOR PEANUT ITEMS)
    - A propane bbq is available to use for cooking
    - Cutlery etc. is not included in your rental
  8. **Property Use**
    - Access to the property is limited to renters and registered participants during their scheduled rental period.
    - **No unauthorized visitors are allowed on the property.**
    - **Any damage to the property or surrounding environment will result in additional fees.**
  9. **Pets are not allowed on the property at this time**
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## Cancellation Policies

1. **Standard Cancellation**
    - If you wish to cancel, you must do so at least 14 days in advance otherwise you will lose your deposit.
  2. **Reschedule**
    - If you wish to reschedule, the deposit/payment will be transferred to the new booking time & must be done at least 7 days in advance
    - Cancellations ( by participants) after rescheduling bookings, will receive zero refunds.
  3. **Same-Day Cancellation or No-Show**
    - No refunds will be provided for same-day cancellations or no-shows.
  4. **Weather Policy**
    - Severe weather cancellations will be made at the discretion of our team and a full refund will be issued. Anything colder than -15 C will be assessed for safety ( wind chill ) But generally - 20 C is when we no longer operate the bikes.
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## Deposit and Payment

- **A booking deposit** is required within 24 Hours of booking and required to lock in your rental - deposits are 25% of the total booking cost and must be paid by etransfer.
  - **Full Payment is required 7 days prior to your booking.**
  - A **damage deposit** (e.g., \$500) may be required and will be refunded if no damage occurs - or alternatively a hold will be placed on a credit card upon rental - this is separate from your booking deposit
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## Additional Terms

- Riders must complete a brief **orientation session** before riding.
- Riders must come appropriately dressed for the outdoor activities
- The business reserves the right to refuse service to anyone not complying with safety guidelines or policies.
- Any personal property brought onto the premises is the renter's responsibility; the business is **not liable for loss or damage**
- The onsite portable toilet is available for use however guests will be subject to fees if the unit is vandalized or abused.
- The renter agrees to **indemnify and hold harmless** the property owner and business from all claims, injuries, and damages incurred during use of the equipment and premises.

Any questions of concerns please email: [rentals@ruralrivers.com](mailto:rentals@ruralrivers.com) or call **780-298-6343**