

# UBCO TRY AN E-BIKE PILOT PROGRAM



## Participant Guide & Liability Policy



THE UNIVERSITY OF BRITISH COLUMBIA

Sustainable Transportation  
Campus Planning  
Okanagan Campus

# UBCO Try and E-Bike Pilot Participant Guide & Liability Policy

*Last Updated: March 24<sup>th</sup>, 2025*

## Pilot Program Information

UBC Okanagan has partnered with [Mountain Lifestyle](#) to allow UBC staff and faculty to try an e-bike for free for an entire week. The program will run from mid-April to late-August for staff and faculty.

The free trial lasts for seven days and for 2025 there are up to 10 free trials available. Trials can be booked anytime between mid-April and the end of August, 2025.

## ELIGIBILITY

All current UBC Okanagan Campus staff and faculty who are 19 years old or older at the time of participation are eligible for the free trial. **A credit card is required to be on file with Mountain Lifestyle during the trial in case of damage or theft.**

## REGISTRATION

Due to anticipated high demand and limited space (10 trials), registration will be conducted through a random lottery to ensure fairness and equal opportunity for all participants.

- **Registration Period:** Interested participants can register between April 1 and April 15, 2025.
- **Participant Selection:** From all eligible registrants, 10 participants will be randomly selected for the available spots in the program. All remaining participants will be placed in random order on a waitlist.
- **Notification:** Selected participants will be notified by email or phone by April 18, 2025 and given two weeks to confirm their spot in the program. If a selected participant does not confirm, the spot will be offered to the next person on the waitlist.
- **E-Bike Trial Booking:** Enrolled participants will have until the end of June to book their free trials. Trials may occur anytime between April and end of August, depending on availability. If a participant's trial has not been booked by end of June, the spot will be offered to the next person on the waitlist

# Participant Guide

## E-BIKE PICKUP AND DROP-OFF

Participants can choose whether to pick-up and drop-off the e-bike at the Mountain Lifestyle store or from the UBCO Campus. Bring your staff card or a piece of ID along with your program confirmation e-mail to pick up your e-bike. **Appointments are required for all pick up and drop off with Mountain Lifestyle.**

Your choice for drop-off or pick up:

- **Mountain Lifestyle Store:** 115 Highway 33, Kelowna BC – during business hours only.
- **UBC Okanagan Campus:** University Way/UNC Short Term Parking – Only on Tuesdays.

## LIABILITY POLICY

**In order to use a Mountain Lifestyle e-bike you must agree to this Liability Policy concerning theft/damage by submitting the form at the end.**

Please read this document carefully. It outlines your responsibilities, liabilities and protocols to ensure the safety of your Mountain Lifestyle E-bike. This forms part of your Rental Agreement with Mountain Lifestyle as of March 24th, 2025.

## Reduced Liability Terms and Conditions

**As a UBCO Try An E-Bike Rider, You Must:**

1. Always lock the e-bike securely to an immovable object (bike rack, lamp post etc.), using all of the lock(s) provided by Mountain Lifestyle.
2. Park and lock the e-bike overnight in a secure, dry, indoor location.
3. Never leave the e-bike overnight on the street, front porch or backyard or other unsecured area. You must have secure, indoor overnight parking.
4. Remove the battery when leaving the e-bike locked.
5. Reporting to Mountain Lifestyle within 24 hours if your e-bike was stolen, if any of the keys for your e-bike's lock or battery have been lost or stolen, or if you have been in an accident or crash.
6. TREAT THE E-BIKE AS IF IT WERE YOUR OWN. Excessive wear-and-tear, damage, scratches, crash or accident damage, bent wheels or other damaged components, lost components, etc.. are all indicators of usage that is not "normal" and will result in fees and/or fines as per Mountain Lifestyles standard policies and procedures.

# Every time you lock the ebike,

1. YOU MUST take a clear photo which shows that the ebike is securely locked (as above). Every time.
2. If the bike is stolen, you will be required to provide this photo as proof the ebike was locked securely.
3. If you are unable to provide this photo, which shows the ebike securely locked at the location and time immediately prior to the theft, you will be required to take responsibility for the FULL PRICE OF THE EBIKE (and battery, if also missing).



**If your e-bike is stolen, within 24 hours you must: alert Mountain Lifestyle (via call or text)**

- Take photos of the scene and retrieve any lock parts (i.e. if something has been cut) and send all photos to: [mike@mountainlifestyle.ca](mailto:mike@mountainlifestyle.ca)
- Provide Mountain Lifestyle with a photo showing the e-bike securely locked immediately before the theft
- **Report the e-bike stolen to the Kelowna RCMP, AND provide Mountain Lifestyle with any related Theft Report number or similar.**
- **If the theft took place on the UBCO Campus, file a theft report with Campus Security**
- **Failure to do any of the above within 24 hours may result, at Mountain Lifestyle's sole discretion, in the full value of the e-bike and/or battery(s) being charged to you on any of the cards on file in their system, plus any fees related to recovery.**

## Reduced Liability Replacement Costs

E-Bike Costs:

- \$500 Standard Theft Protection (including GST) for a stolen E-Bike
  - This cost only applies when a photo of the E-Bike locked securely immediately before theft/issue is provided and all keys are returned.

Additional Costs:

- \$250 for battery
- \$75 for charger
- \$75 per key

*(please see Mountain Lifestyle website for full list of additional costs)*

I, \_\_\_\_\_ [Full Name],

understand that I have read and understood the above Reduced Liability Terms and Conditions information related to theft of a Mountain Lifestyle E-bike and that I agree to the above Replacement Costs for a stolen e-bike and lost/stolen related accessories.

Dated \_\_\_\_\_, 2025

## **TRY AN E-BIKE RENTAL FAQ's**

### **What's the minimum age you have to be to rent an e-bike?**

You must be at least 19 to rent an e-bike. For all bike rentals you must provide a valid Credit Card for a damage deposit.

### **What's included in the rental?**

With each e-bike rental we provide a helmet, a bike lock, charger, and keys (both bike lock and battery).

### **Rental Process:**

The Renter will be required to sign a waiver before receiving the bike, in person, at the time of pick up/drop off. At the time of signing the waiver, the Renter will be required to provide photo identification confirming that they are over 19 years of age. There will be a safety run through and training to use the e-bike once the waiver is signed.

### **Damage Deposit:**

A damage deposit equal to the value of the rental period (\$200) will be charged to the renter's credit card.

### **Do you Deliver?**

Mountain Lifestyle offers free drop-off or pick-up to the UBC Okanagan Campus for the UBCO Try-an-E-Bike Program. On-campus drop-off or pick-up must be arranged in advance and is only available on Tuesdays between 11am and 2pm.

### **How far can you go on a single charge?**

The program e-bikes have an average range of 60km per charge.

### **What Happens with if the battery dies?**

If the battery dies, the e-bike will simply work as a normal bike and you will still be able to get to your final destination. You will receive your e-bike with a full charge.

### **What is the Max Speed the Bike will Assist you to?**

The e-bikes all have a max speed of 32km.

### **Do the bikes need to be locked up every time they're left unattended?**

Yes, the e-bikes need to always be secured with the provided lock while unattended (see previous Reduced Liability Terms and Conditions section on how to properly lock and secure the e-bike).

### **What is your Bike Theft Policy?**

Riders are financially responsible for rental bikes and equipment from the time its released to your custody till the time it's dropped off at the storefront or picked up at the arranged time and location. A Reduced Liability limit of \$500 per E-bike and \$250 per removable battery is

included in your rental – please see previous Liability Policy for terms and conditions.)

### **What if the Bike is damaged?**

Riders are financially responsible for coverage of any damage beyond regular “wear and tear”.

### **What happens if the bike gets a flat tire?**

Please call 250-765-0167 or text 250-212-2639 and someone will come fix your bike or swap it out for a new one as soon as possible.

### **What's your Cancellation Policy?**

All booking cancellations must be communicated via email to [store@mountainlifestyle.ca](mailto:store@mountainlifestyle.ca) within 48 hours of the booking reservation and re-bookings may be accommodated based on bike availability and remaining pilot program term. Cancellations made within 48 hours of the booking reservation may be subject to the participant's removal from the program.

## **Cycling Resources**

More detailed [Cycling Resources](#) are available online for the UBC Okanagan Campus.

### **Bike Map**

For Kelowna cycling routes and directions to UBC Okanagan, refer to the City's [bike routes](#).

### **Bike Racks and Lockers**

Bike racks are located outside most campus academic buildings and residences. Avoid parking in areas other than bike racks, as your bike could be removed without warning and at your own risk and expense.

Bike storage locker locations can be found on UBC Okanagan's online [campus map](#).

- Lockers are available on a first come, first serve basis. You can find out more information about how to get access to a bike locker from the [UBC Okanagan Parking website](#).
- One Bike Locker is available, upon request for Try an E-Bike Program Participants – please contact [transportation.ok@ubc.ca](mailto:transportation.ok@ubc.ca) if you would like to arrange access to this locker during your trial.

### **End-of-Trip Facilities**

Showers and change rooms are available in many campus buildings, with most offering public access. For facilities that require SALTO access (FOB), arrangements can be made by contacting [Campus Security](#).