UBCO TRY AN E-BIKE PROGRAM

2026 Participant Guide, Liability Waiver and Agreement

THE UNIVERSITY OF BRITISH COLUMBIA
Sustainable Transportation
Campus Planning
Okanagan Campus

UBCO Try and E-Bike Participant Guide, Liability Waiver and Agreement

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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 May through August for staff and faculty.

The free trial lasts for seven days and can be booked anytime between May and the end of August, 2026.

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 limited space, registration will be conducted through a random lottery to ensure fairness and equal opportunity for all participants.

- **Application Period:** Interested participants can sign-up until April 15, 2026.
- **Participant Selection:** From all eligible applicants, participants will be randomly selected for the available spots in the program. All remaining applicants will be placed in random order on a waitlist.
- **Registration Completion:** Selected participants will be notified by email or phone by April 17, 2026 and given two weeks to complete a Liability Waiver and Liability Agreement. If a selected participant does not complete their registration, the spot will be offered to the next person on the waitlist.
- **E-Bike Trial Booking:** Registered participants must book their free trial within two weeks of registration completion. Trials can take place anytime between May and the end of August, subject to availability. If a participant does not book their trial within two weeks of registration completion, their spot will be offered to the next person on the waitlist.

Participant Guide

BOOKING YOUR E-BIKE TRIAL

All e-bike trials must be booked via email – please email Angie Clarke at angie@mountainlifestyle.ca to book your trial with the following information:

- Your Name
- Your Registration ID Number – *provided once participants complete their registration forms*
- Your Preferred Week* to book your trial
- Alternate Week preferences - *include 2-3 if possible*
- Your Height - *used to help select the right size bike*
- Your preferred pick-up location - *on-campus pick-ups (Tuesdays) are dependent on Mountain Lifestyle employee availability*

**Registrants were asked to pre-select their top three weeks to have their trials when they registered for the program – this was for information only to gauge demand throughout the program period, and to assist Mountain Lifestyle in booking your trial. You can specify a different week if your schedule or preference has changed.*

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 drops.**

Your choice for drop-off or pick up:

- **Mountain Lifestyle Store**: 115 Highway 33, Kelowna BC
- **UBC Okanagan Campus**: Available on Tuesdays. University Way/UNC Short Term Parking

PERSONAL USE AND INSURANCE

The Try an E-Bike program is intended to provide UBCO employees an opportunity to try an e-bike for commuting to and from campus. Participants shall only use the e-bikes for their own personal use and in their personal time (i.e. not associated with work related to UBC).

Participants must have their own appropriate insurance in place (home, tenant and health) in case of property damage or other legal liability associated with the risks, dangers and hazards associated with renting and riding an e-bike.

Participants must sign a Liability Waiver and Agreement prior to their program registration being

considered complete and booking their e-bike trial. The Liability Waiver and Agreement can be found as Attachment A to this Guide.

LIABILITY POLICY

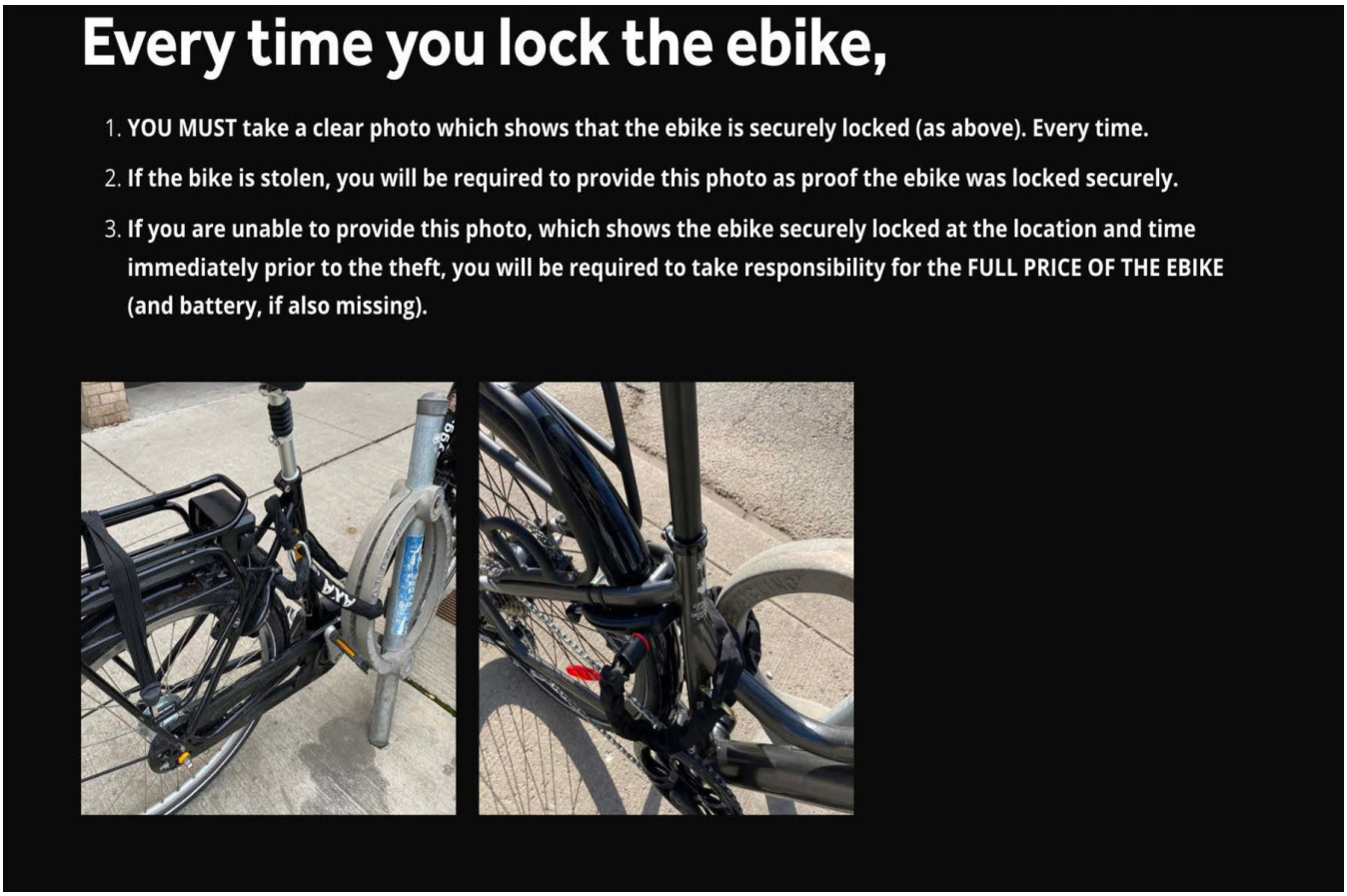
In order to use a Mountain Lifestyle e-bike you must agree to this Liability Policy concerning theft/damage by submitting the form at the end.

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.

Reduced Liability Terms and Conditions

As a UBCO Try An E-Bike Participant, 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.



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
- 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.**

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 participant may 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 participant may be required to provide photo identification confirming that they are over 19 years of age.

Damage Deposit:

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

Do you Deliver?

Mountain Lifestyle offers free drop-off or pick-up to the UBC Okanagan Campus on Tuesdays for the UBCO Try an E-Bike Program. On-campus drop-off or pick-up must be arranged in advance and is available subject to Mountain Lifestyle staff availability. Be sure to request this when you book your trial.

What bikes are available to choose from?

Batch E Step-Thru PLUS

The Batch E-Step-Thru PLUS is a comfortable, confidence-boosting commuter e-bike designed for new riders who want a smooth, stable and easy ride. With its step-through frame, getting on and off the bike is effortless, and the Bosch Active Line Plus motor provides gentle, predictable assistance that makes hills and longer rides feel much easier. It's built for everyday use

(commuting, neighbourhood rides, errands) and offers a natural riding experience that feels like riding a regular bike, just with an extra boost when you need it.

- **Bosch Active Line Plus motor (250W, 50 Nm)** for smooth, natural pedal assist.
- **Top assist speed: 32 km/h**, ideal for city riding.
- **400Wh Bosch Powerpack battery** for solid commuting range.
- **Suntour NEX 63mm suspension fork** for comfort on bumps and uneven paths.
- **Shimano 9-speed drivetrain + hydraulic disc brakes** for easy shifting and reliable stopping.

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/hr.

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?

Participants are financially responsible for rental bikes and equipment from the time it's 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 Agreement for terms and conditions.)

What if the Bike is damaged?

Participants are financially responsible for coverage of any damage beyond regular "wear and tear".

What happens if the bike gets a flat tire?

Please call Mountain Lifestyle during business hours at 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 angie@mountainlifestyle.ca within 48 hours of the booking reservation and re-bookings may be accommodated based on

bike availability and the remaining 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 if you would like to arrange access to this locker during your trial.

E-Bike Rebates and Offers

UBC faculty and staff are eligible to receive a $400 rebate (while supplies last) with the purchase of an e-bike for the purpose of commuting to and from UBC Okanagan Campus. This program is running from April 1 to Dec 31, 2026.

In addition to the UBCO Rebates, UBC Okanagan has partnered with a number of local bike shops across the region to provide staff, faculty and students with offers and discounts to help make e-bike ownership more affordable. Mountain Lifestyle is also providing all UBCO members with a **$200 off of the purchase of a new e-bike**. This offer is valid until September 30, 2026.

Full details, including program requirements, instructions on how to apply for the rebates and local bike shop offer details, can be found here.

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.