E-Bike & Segway Tours Terms & Conditions 2020

All sales are final. All discounts/vouchers can only be applied at the time of purchase.

COVID 19 STATEMENT:

We are currently operating under the state's Outdoor Recreation Reopening Guidance and CDC recommendations to slow the spread of COVID-19.

- Guests must wear a mask when checking in at the Camp Store.
- Guests should maintain a distance of at least 6 feet from others at all times.
- Commonly touched surfaces will be frequently cleaned and disinfected according to CDC guidance every two hours and at the end of each shift.
- We encourage you to bring your own helmet. We do have some here for you to use if needed.

Requirements: Be sure you are meeting the correct requirements for the adventure you have chosen.

Segway:

- Age 14+ (14-15 must be accompanied by adult)
- Weight 100-250 lb.

E-Bike:

- Age 14+ (14-15 must be accompanied by adult)
- Maximum weight 250 lb.
- Needs to have experience pedaling a bike
- Very comfortable getting on and off a bike
- We strongly encourage you to bring your own bottle of water, all E-Bikes have a bottle holder.

Waivers: All participants must sign a waiver on site prior to their adventure. Anyone under the age of 18 must have a waiver signed by a parent, guardian, or supervising adult on site.

Arrival: It is imperative that you arrive 20 minutes prior to your scheduled tour to check in. As the tours can be sold out on any given day, it is important to arrive on time for the start of your adventure. If you arrive late and miss your session, or cancel on the day, there are no refunds. We will attempt to put you into a later time slot if available, but there is no guarantee. Arriving on time allows for a relaxed start to your adventure. Factor in extra time for driving to Gunstock Mountain Resort, parking, getting to the Camp Store, completing the necessary waivers, visiting our retail section, and making use of our facilities.

Dressing Appropriately: Shoes should be comfortable and flat soled, such as sneakers or hiking boots. Closed toe shoes are required. Closed heel shoes are recommended but must have a minimum of an adjustable secured heel strap for the Segway. E-Bike sneakers or hiking boots are required. Crocs like shoes are NOT permitted. The Gunstock Mountain Resort Staff reserve the right to determine whether apparel and/or footwear are adequate for the chosen adventure.

Cancellation Policy: You may cancel your Segway or E-Bike tour by calling the reservation line at 603-737-4355. The policy reads:

- Cancellation 48 hours or more prior to scheduled Tour: Full refund or reschedule
- Cancellation less than 48 hours prior to scheduled Tour: Full value on a non-expiring gift card or reschedule
- No call for cancellation or no show: Loss of payment

Please Note: Your reservation is not considered cancelled until you have verification from a Gunstock Mountain Resort Associate. Sometimes, unfortunately, we might need to close for reasons beyond our control. If you have already started the tour we will do our best to find alternative dates or times for you and your party to visit again. You will be issued a rain check to use prior to the end of the current season. Rain checks are transferable, and are valid for the adventure for which it was issued. Therefore, all participants must meet the age and weight requirements of that tour.

Please note: Although we make every effort to watch the weather and prepare for potential issues, severe storms can develop without warning and can interrupt operations abruptly.

Inclement Weather Policy: Gunstock's Segway and E-Bike Tours may not operate due to inclement weather be it rain, snow, excessive wind, or lightning. If the weather forces us to cancel operations for the day (prior to opening) we will reschedule your tour. In this event, we will do our best to notify guests but it may not be possible to contact everyone prior to their departure for the resort. If the weather is questionable, please check the website for updates or call 603-737- 4355 or a status update. If a storm develops during your tour and we are forced to close down for the remainder of the day, you will be issued a rain check to use prior to the end of the current season. Rain checks are transferable, and are valid for the adventure for which it was issued. Therefore, all participants must meet the age and weight requirements of that tour.

E-Bike and Segway Incomplete Tour Policy: There are no refunds if you decide not to complete the tour. If you decide that the tour is not for you before entering the trails, you may switch to the E-Bike or Segway tour if there is availability and you meet the requirements. No refunds, full or partial, will be issued.

Thank you again, and we look forward to seeing you at the mountain!