



DOMINION HOUSE

BIKE SHARE PROGRAM

HOTEL GUEST BICYCLE PROCEDURES

DOMINION HOUSE BOUTIQUE HOTEL HAS BICYCLES AVAILABLE FOR GUESTS TO USE DURING THEIR STAY ALLOWING THEM TO DISCOVER THE HIDDEN GEMS WITHIN THE CITY OF GUTHRIE, OKLAHOMA. BIKES WILL BE SET UP ON DISPLAY IN A DESIGNATED AREA OF THE HOTEL WITH SPECIFIED SIGNAGE TO PROMOTE THE PROGRAM. CONCIERGES WILL USE THIS OPPORTUNITY TO PROVIDE GUESTS WITH CUSTOMIZED DISCOVERIES OF THE GEMS WITHIN THE CITY, WHILE ON THEIR BIKE.

GUEST RESERVATION & PAYMENT PROCESS

GUEST CAN RESERVE THE BIKE THE FOLLOWING TWO WAYS:

1. GUESTS MAY RESERVE A BICYCLE BY EITHER VISITING OR CALLING THE HOTEL DIRECTLY. A CONCIERGE WILL ASSIST THE GUEST TO RESERVE A BIKE AND ANSWER ANY QUESTIONS THEY MAY HAVE.
2. PRIOR TO ISSUING A BIKE, NON-GUESTS WILL BE ASKED BY THE FRONT DESK TO LEAVE A FORM OF CREDIT OR CASH DAMAGE DEPOSIT IN THE AMOUNT OF \$500. GUEST MAY USE THE CREDIT CARD THEY USED TO RESERVE THEIR RESERVATION FOR THE DEPOSIT.
3. FOR RESERVATIONS MADE IN ADVANCE, AND GUESTS THAT REQUEST A BICYCLE WITHOUT A PRIOR RESERVATION REPORT TO THE RECEPTION DESK TO FILL OUT PAPERWORK AND WILL RECEIVE THEIR BICYCLE FROM THE DOMINION HOTEL STAFF.
4. RENTALS WILL BE COMPLIMENTARY FOR HOTEL GUESTS.



DOMINION HOUSE

LOANING OUT A BIKE

INSPECT:

THE CONCIERGE WILL INSPECT THE BIKE PRIOR TO ISSUING. THE BIKE SHALL BE INSPECTED, PER THE MANUFACTURER'S MANUAL, FOR PROPER FUNCTIONALITY AND ANY VISIBLE DAMAGES. TIRE PRESSURE SHALL BE CHECKED.

CONFIRM GUEST INFORMATION & AGE:

CONFIRM THAT THE GUEST IS (STILL) REGISTERED AT THE HOTEL AND THAT PROPER PAYMENT INFORMATION IS ON HAND. SHOULD THE GUEST NOT BE REGISTERED AT THE TIME THE BIKE IS LOANED, ENSURE THAT PROPER PAYMENT INFORMATION AND IDENTIFICATION IS SECURED PRIOR TO ISSUING THE BIKE. THE MINIMUM AGE REQUIREMENT TO LOAN A BIKE IS 18 YEARS OF AGE. GUESTS AT THE AGE OF 16 OR ABOVE MAY LOAN A BIKE IF THEY ARE ACCOMPANIED BY THEIR PARENTS DURING THE RIDE AND PROVIDED THAT THE PARENTS SIGN A SEPARATE RELEASE ON THEIR CHILDREN'S BEHALF.

WAIVER/RELEASE:

EACH PERSON RENTING A BICYCLE IS REQUIRED TO SIGN THE WAIVER / RELEASE DOCUMENT, PRINTED ON HOTEL LETTERHEAD. A RENTER MAY NOT USE A BICYCLE UNLESS THEY SIGN THE WAIVER/RELEASE

SAFETY EQUIPMENT:

ISSUE HELMET AND LOCKING DEVICE. SAFETY HELMETS MUST BE OFFERED TO EACH GUEST LOANING A BIKE. HELMETS SHALL BE AVAILABLE IN A VARIETY OF SIZES AND/OR ADJUSTABLE TO ENSURE PROPER FIT FOR ALL RIDERS AS BIKES SHALL NOT BE RENTED IF NOT PROPERLY FITTED. THE USE OF HELMETS IS MANDATORY FOR ALL GUESTS AND A BIKE MAY NOT BE ISSUED IF A SAFETY HELMET WITH PROPER FIT IS NOT AVAILABLE. HELMETS SHALL BE PROPERLY INSPECTED BY TRAINED HOTEL STAFF TO DETERMINE IF THE INTEGRITY OF THE HELMET HAS BEEN COMPROMISED. HELMETS SHALL BE REPLACED ACCORDINGLY AND AT ONE-YEAR INTERVALS AT A MINIMUM.

FEATURES:

FAMILIARIZE THE GUEST WITH THE BIKE. EXPLAIN THE FEATURES TO THE GUEST INCLUDING HOW TO ADJUST THE SEAT AND HOW TO FOLD AND UNFOLD IT.

SAFETY:

THE CONCIERGE ISSUING THE BIKE SHALL PROVIDE THE GUEST WITH ALL RELEVANT SAFETY TIPS, INCLUDING SAFETY TIPS PER THE MANUFACTURER'S MANUAL, PRIOR TO ISSUING THE BIKE. ALSO, TIRE PRESSURE, LUBRICATION AND THE PROPER FUNCTIONING OF THE BRAKING SYSTEM, GEARS AND LIGHTS SHALL BE CONFIRMED WITH THE RENTER. THE GUEST SHALL BE ADVISED TO OBEY ANY AND ALL TRAFFIC LAWS AND THAT THE BIKE SHOULD NOT BE OPERATED UNDER THE INFLUENCE OF ALCOHOL.



DOMINION HOUSE

LOANING OUT A BIKE

HOW TO GUIDE / LOCAL AREA MAP:

EACH GUEST IS PROVIDED WITH:

1. A "HOW TO" GUIDE DESCRIBING HOW TO HANDLE THE BIKE AS WELL AS KEY SAFETY INFORMATION
2. A BIKE MAP ISSUED BY AN EXTERNAL SOURCE (I.E. CITY DEPARTMENT OF TOURISM)
3. DOCUMENTATION (INCLUDING THE HOTEL PHONE NUMBER IN CASE THE GUEST HAS ANY QUESTIONS OR ISSUES ALONG THE WAY.)

NOTE: HOTEL MANAGEMENT WILL MONITOR THE CONDITION AND AVAILABILITY OF INFORMATION IN THE TRANSPORTATION KIOSKS TO ENSURE THAT THERE IS SUFFICIENT INFORMATION AVAILABLE TO GUESTS WHO WISH TO TOUR THE AREA BY BICYCLE.

LIABILITY:

GUESTS ARE REQUIRED TO SIGN THE ACKNOWLEDGEMENT, RELEASE AND WAIVER DOCUMENT PRIOR TO OBTAINING POSSESSION OF THE BIKE. (SEE ATTACHED)

TIME LIMIT:

BIKES MAY ONLY BE LOANED DURING DAY TIME, AND USED ONLY DURING FULL DAYLIGHT HOURS. BIKES MUST BE RETURNED PRIOR TO SUNSET. A GUEST MAY RETURN THE BIKE FOR THE NIGHT AND LOAN IT OUT AGAIN IN THE MORNING. THIS WILL HELP ENSURE THAT OUR GUESTS RETURN SAFELY FROM A DAY TRIP AND TAKE THE HASSLE AWAY FROM HAVING TO STORE THE BIKES OVERNIGHT IN THEIR ROOM.

INSPECTING A RETURNED BIKE:

UPON RETURN OF THE BIKE, THE RECEIVING CONCIERGE SHALL INSPECT THE BIKE FOR ANY DAMAGES. ANY DAMAGES SHALL BE RECORDED APPROPRIATELY. THE CONCIERGE WILL CONFIRM THE RENTAL RATE AND PERIOD WITH THE RENTER AND CALCULATE THE FINAL PAYMENT DUE. PAYMENT WILL THEN BE CHARGED TO THE RENTER'S ROOM CHARGES OR THE RENTER MAY MAKE PAYMENT AT THE FRONT DESK. THE CONCIERGE INSPECTING THE BIKE SHALL BE FULLY TRAINED ON THE MANUFACTURER'S PRODUCT INFORMATION AND INSTRUCTIONS.

TRACKING:

THE USE OF EACH BIKE SHALL BE TRACKED. EACH TIME A BIKE IS ISSUED AND RETURNED, THE RESPECTIVE SECTIONS OF THE TRACKING DOCUMENT ARE COMPLETED. THE TRACKING DOCUMENT WILL ALSO ALLOW HOTELS TO TRACK THE PROPER CHARGING FOR ALL RENTALS TO A GUEST'S ROOM CHARGE.



DOMINION HOUSE

LOANING OUT A BIKE

PRODUCT KNOWLEDGE:

THE HOTEL SHALL HAVE A PROCESS IN PLACE TO TRAIN CONCIERGE TO A) OPERATE AND MAINTAIN THE BICYCLE PER MANUFACTURER'S INSTRUCTIONS AND B) TO DEMONSTRATE THE USE OF THE BIKE'S FEATURES TO A GUEST C) INSTRUCT THE GUEST HOW TO PROPERLY FIT THE SAFETY HELMET AND BICYCLE TO THEIR SPECIFIC PHYSIQUE . A FULLY TRAINED CONCIERGE SHALL BE ON DUTY AT ALL TIMES, DURING EVERY SHIFT

LOCAL INFORMATION:

THE HOTELS SHALL DESIGNATE A CONCIERGE RESPONSIBLE FOR OBTAINING LOCAL CYCLING INFORMATION AND TO KEEP THE KIOSK INFORMATION STOCKED AND CURRENT. THIS INCLUDES BUT IS NOT LIMITED TO LOCAL BIKE MAPS, BIKING EVENTS AND LOCAL BIKE LAWS.

DAMAGE OR LOSS OF BICYCLE:

DAMAGES ASSOCIATED WITH REGULAR WEAR AND TEAR OR DUE TO UNEXPECTED ROAD CONDITIONS (I.E. FLAT TIRE) IN THE AREA SURROUNDING THE HOTEL SHALL NOT BE THE RESPONSIBILITY OF THE GUEST. THE HOTEL WILL COVER ANY REPAIRS ASSOCIATED WITH SUCH DAMAGES.

DAMAGES THAT ARE A RESULT OF INTENTIONAL MISUSE OF THE BIKE SHALL BE THE RESPONSIBILITY OF THE GUEST. ONLY THE ACTUAL COST INCURRED BY THE HOTEL TO REPAIR THE DAMAGE SHALL BE CHARGED TO THE GUEST.

IF THE BIKE IS LOST OR STOLEN WHILE IN THE GUEST'S POSSESSION, THE GUEST SHALL BE RESPONSIBLE TO PAY FOR THE REPLACEMENT OF THE BIKE BASED ON RETAIL MSRP.

MALFUNCTION OF BICYCLE:

WHILE ROAD SERVICE ASSISTANCE IS NOT PART OF THE PROGRAM, THE CONCIERGE RECEIVING AN 'EMERGENCY' CALL FROM THE GUEST ON THE ROAD SHALL MAKE IT HIS OR HER UTMOST PRIORITY TO TAKE CARE OF THE GUEST, ASSIST THEM IN GETTING BACK ON THE ROAD OR TO ASSIST THE GUEST WITH MEANS BACK TO THE HOTEL.

IF THE GUEST EXPERIENCES A FLAT TIRE OR OTHER MECHANICAL ISSUE WITH THE BIKE, THE HOTEL SHALL OFFER TO REIMBURSE THE GUEST FOR THE CAB FARE TO HOTEL.

BICYCLE MAINTANENCE AND INSPECTIONS:

THE HOTEL ENGINEERING DEPARTMENT SHALL PERFORM MINOR REPAIRS. ANY MAJOR REPAIRS SHALL BE PERFORMED BY A PROFESSIONAL LOCAL BICYCLE REPAIR SHOP.

THE BIKE SHOULD BE INSPECTED AND MAINTAINED ACCORDING TO THE MANUFACTURERS SPECIFICATIONS AND RECOMMENDATIONS PROVIDED WITH THE PRODUCT DOCUMENTATION AND/OR ON THE MANUFACTURER'S WEBSITE.

THE HOTEL SHOULD HAVE ALL NECESSARY EQUIPMENT ON HAND TO MAINTAIN THE BIKE (I.E. PUMP) AND SHALL REFER REPAIRS TO A LOCAL REPAIR SHOP AUTHORIZED BY THE MANUFACTURER.



DOMINION HOUSE

LOANING OUT A BIKE

BICYCLE LOANER ACKNOWLEDGMENT, RELEASE AND WAIVER

IN CONSIDERATION OF THE VALUE RECEIVED AND THE RIGHT TO USE THE BICYCLE OWNED BY THE DOMINION HOUSE BOUTIQUE HOTEL (THE "HOTEL"), I FOR MYSELF, MY SUCCESSORS AND ASSIGNS, DO HEREBY RELEASE AND FOREVER DISCHARGE MANAGER, THE HOTEL, THE HOTEL OWNER, AND EACH OF THEIR PARENT COMPANIES, SUBSIDIARIES AND AFFILIATES, AND ALL OF THEIR RESPECTIVE OFFICERS, DIRECTORS, SHAREHOLDERS, AGENTS, EMPLOYEES, SUCCESSORS AND ASSIGNS (THE "RELEASED PARTIES") FROM ALL MANNERS OF ACTION, CAUSES OF ACTION, SUITS, DEBTS, DAMAGES, CLAIMS AND DEMANDS OF ANY TYPE OR KIND WHATSOEVER ARISING FROM OR IN CONNECTION WITH THE USE OF THE BICYCLE.

I AGREE TO INDEMNIFY, DEFEND AND HOLD HARMLESS AND BLAMELESS THE RELEASED PARTIES FROM AND AGAINST ALL LIABILITY, CLAIMS, SUITS, DEMANDS, JUDGMENTS, COSTS AND EXPENSES (INCLUDING ATTORNEYS' FEES) TO WHICH ANY OF THE ABOVE-NAMED PARTIES MAY BE SUBJECT BY REASON OF ANY CLAIM FOR, ANY INJURY, DEATH, ILLNESS, OR DISEASE SUFFERED BY ME OR OTHERWISE ARISING FROM OR IN CONNECTION WITH THE USE OF THE BICYCLE.

ACKNOWLEDGEMENTS:

I UNDERSTAND THAT THE MINIMUM/MAXIMUM HEIGHT AND WEIGHT REQUIREMENTS MAY NOT EXCEED A MINIMUM HEIGHT OF 4'9" (145 CM) OR MAXIMUM HEIGHT OF 6'4" (193 CM) AND MAXIMUM WEIGHT OF 220 LBS (100 KGS).

I AM FAMILIAR WITH THE OPERATION AND FEATURES OF THIS BICYCLE INCLUDING HOW TO ADJUST THE SEAT AND HOW TO FOLD AND UNFOLD IT.

I AM FAMILIAR WITH THE TRAFFIC LAWS AND RULES OF RIDING BICYCLES.

I HAVE RECEIVED THE SAFETY INFORMATION PAMPHLET AND I CONFIRM THE SAFETY HELMET PROPERLY FITS ME.

I ACKNOWLEDGE THAT I HAVE READ THIS AGREEMENT, THAT I AM AT LEAST 16 YEARS OF AGE, FULLY AWARE OF THE RISKS INVOLVED IN USE OF THE BICYCLE, AND THAT I VOLUNTARILY ACCEPT AND ASSUME THE RISKS ASSOCIATED WITH USE OF THE BICYCLE.

NAME: _____

DATE: _____

NAME OF PARENT IF NOT 18 YEARS OF AGE: _____

PERMANENT ADDRESS: _____

EMERGENCY CONTACT NAME AND PHONE NUMBER: _____