



FREQUENTLY ASKED QUESTIONS

COORDINATING OFFICE

Use this contact info if you are unable to reserve online

Access Event Centre- 111-D Gilmour St
Mon-Fri, 8:30-4:30pm
204-822-5431 ext.5004 | myturn@mymorden.ca

RENTAL LOCATIONS

[Access Event Centre](#)
[Apothecary of Morden](#)
[Morden Drugstore](#)
[Video Visions](#)

Business hours vary

Business Name, Address and Hours are displayed when you select specific items

Contents:

<u>About Morden My Turn</u>	<u>Page 2</u>
<u>How it Works</u>	<u>Page 3</u>
<u>Safety</u>	<u>Page 4</u>
<u>Troubleshooting</u>	<u>Page 4</u>

ABOUT MORDEN BIKE SHARE

What is Morden My Turn?

Morden My Turn is an equipment sharing service launched by City of Morden. Our free equipment share started with bikes, and has expanded to include more outdoor recreation equipment.

Who can rent equipment?

Equipment can be rented by anyone over 18 with a credit card or debit card. Equipment may not be suitable for all ages, and is listed if that is the case.

Where do I rent a equipment?

Equipment rentals must be done [online](#) (open 24-7) or with the coordinating office (Monday-Friday 8:30-4:30pm). There are several businesses that are serving as pickup locations.

How do I rent equipment?

- 1) Reserve equipment online at <https://morden.myturn.com>
 - or contact the coordinating office to schedule your rental (contact details on page 1).
- 2) Arrive 15 minutes prior to reservation time, and show your government issued photo ID
- 3) Provide a Credit or Debit Card (if not on file) to secure your booking. You will be fined for damage to the bikes (normal wear and tear not included). You will be fined for lost/stolen equipment and billed the replacement cost.
- 4) You will have agreed to the rental agreement, policies and waiver when making your reservation. Take the time to review it. You will find it in your reservation confirmation.
- 5) Pickup your equipment from the location listed.

I don't have a credit card or debit card, how can I rent a bike?

Unfortunately you cannot rent a bike without a credit or debit card on file. We require the information so that we can ensure cost for damage/loss is covered.

How much does equipment rental cost?

It's FREE! A credit card or debit card is required to secure your rental to ensure damages due to irresponsible use can be paid.

What equipment is available?

A full list of what we currently have available can be found [here](#).

Does the equipment fit everyone?

No, please check equipment descriptions to see if it is suitable for you.

Do I have to make a reservation?

Yes. Our rental locations are facilitating the transfer of equipment but are not processing new rentals. This must be done [online](#) or by contacting the coordinating office. If you walk in without a reservation, you will not be able to rent equipment.

[Back to Top](#)

HOW IT WORKS

When can I rent equipment?

You can reserve online 24-7 or you can reserve with the [coordinating office](#) (M-F 8:30-4:30pm). The days and times available to pickup equipment correspond with the rental location hours. Rental location hours are listed when viewing specific items.

Can I rent equipment overnight?

Yes, you can reserve for multiple days at a time if you like.

What if I keep equipment past my rental time?

To ensure the equipment is available for everyone to use, late fees apply for renters who do not return their equipment on time.

What if the rental location is closed when I return my equipment?

If you are late, and the rental location is closed upon your return, you are responsible to return the equipment the following day when the rental location opens and will be charged the appropriate late fees. If you are running late, please contact the rental location to communicate your return time.

How do I return the equipment?

For bikes: Lock your bike securely to the bike rack you took it from and bring your key into the office. Fill out the bike return form indicating if there are any damages or maintenance issues to address. Once it is confirmed there is no damage to the bike, you are free to go. Damages will be assessed, and your credit or debit card will be charged for the costs incurred.

For all other equipment: Return them to the counter of the rental location.

Can I lend the equipment to someone else?

You are responsible for the equipment from the time you pick it up to the time you return it. We do not recommend lending equipment to anyone else as you are responsible for any damage/theft that occurs while you have equipment rented.

What is the cancellation policy?

In the event you are unable to meet your reservation, we ask that you call to cancel or do so online. We want to ensure there the equipment is available for anyone who wishes to make use of the equipment and we appreciate the courtesy! Morden MyTurn reserves the right to cancel any reservation without notice due to unforeseen circumstances (maintenance, vandalism, theft, etc.)

Can I rent more than one piece of equipment with the same credit/debit card?

Yes, however you will be charged on your card for damage or loss of all of the equipment rented.

Why do I need to provide photo ID?

Government issued photo identification is required to ensure the details on your account are current.

What are acceptable forms of photo ID?

The photo identification required must be government issued and must indicate your name and date of birth. Examples of this are a driver's license or passport. Unacceptable forms of photo ID are student cards or birth certificates.

Why do you need a credit/debit card?

We require it to cover any damage that might occur while equipment is in your care.

[Back to Top](#)

SAFETY

Is there anything I should do prior to using equipment?

For bikes: Check that your key works well, adjust the seat for your height, press the brakes to check the resistance, and check that the tires are inflated.

For snowshoes: Check to see that all the buckles are attached and functional.

For snowfeet: Check to see that straps are secure.

For all other equipment, use good judgement.

How do I ride a bike safely in the Morden?

Ride with traffic

Obey all traffic signs and signals

Yield to pedestrians

Stay off sidewalks

Never ride distracted

Use hand signals

See Bike Safely for more safety tips (<http://mpi.mb.ca/en/PDFs/AdultsCyclingBooklet.pdf>)

Are there lessons on how to ride a bike safely?

The organization CAN-BIKE offers classes for adults on learning to ride, navigating traffic, commuting by bike, and more. Call (204)925-5686 or visit their website (www.canbikecanada.ca) for more information and a schedule of classes.

Do I have to wear a helmet when riding a bike?

You are not lawfully required you to wear a helmet if you are over the age of 18 however we strongly encourage everyone to wear a helmet while cycling to reduce the risk of head injury. Helmets are complimentary with your bike rental should you require one. They are sanitized after each use.

[Back to Top](#)

TROUBLESHOOTING

What should I do if there is a problem with my bike?

We require renters to check over their bikes prior to departure to avoid encounter ling problem during their rental. If you identify a problem during your check-in, notify the rental location staff and they can best advise how to proceed. If the bike is deemed unrideable, you will be offered another bike if available or will be required to reschedule.

If you encounter a problem with your bike during your rental, please return the unrideable bike to your rental location. If the problem will cause a delay in your return, please communicate this to the rental location to avoid late fees. You may rent another bike online or by contacting the coordinating office. If the reason for damage was irresponsible use, you will not be permitted to rent another bike.

What should I do if there is a problem with any other equipment?

Return equipment to the rental location. If other equipment is available, an exchange can be made. Faulty equipment will be assessed and fixed if possible.

What if the weather is unsuitable on the day of my reservation?

We cannot predict the weather and proceeding with your reservation in poor weather is left up to your judgement. If you would like to reschedule, you can do that online or by contacting the coordinating office. New reservations are subject to availability.

What should I do if my bike key is lost or stolen?

Our front desk has a spare key to all the locks. If you lose your key or it is stolen, please contact the rental location you rented from and return to pick up a spare key. You may be responsible for the cost of the missing key (\$15).

What should I do if my bike key isn't working?

Check that your key locks and unlocks your bicycle before departure. In the event your key isn't working during your rental, contact the rental location to pick up a spare key. The original key must be provided, or you will be responsible to cover its replacement cost (\$15).

What should I do if the equipment is lost or stolen?

Renters are responsible for equipment from the time they pick it up to the time it is returned. If equipment is stolen while it is checked out, file police report by calling the Morden Police (204) 822-4900 and notify the rental location as soon as possible. Renters may be responsible for the fee of recovery or replacement of the equipment (noted on inventory listings and on confirmation emails).

What should I do if I crash my bike?

Call 911 immediately if you are injured. Call the police to make a report at (204) 822-4900. Riders must also report to your rental location within 24 hours. Please note that the bike is still your responsibility until it is returned. If you are unable to return your bike, contact the rental location.

[Back to Top](#)