

Bike Box Rental

For customers planning on taking their pride and joy away with them we rent bike boxes.

We rent Bike Box Alan as we feel these offer the best protection for your bike.

We charge £5 per day (minimum charge of £10), with weekly charges of £25 per week inclusive, with extra days above that charged pro rata).

You can get more information on the boxes here:

<https://www.bikeboxalan.com/product/premium-bike-box/?v=79cba1185463>

There's useful information on how to pack your bike here:

<https://www.youtube.com/watch?v=V6uHHi6s5xY>

If you need to change the collection or return date, please let us know ASAP.

Remember another customer maybe waiting for this box. We reserve the right to make a surcharge of £10 per day until we receive the box back.

If the box or its contents is damaged, you should report it immediately to the appropriate authority so that you can make a claim against them. Not to do so could result in losing your security deposit. We cannot be held liable to any damage resulting to the box contents from damage in transit.

When you collect your box, a Passport, or a Driving licence is required for identification. We require a £100 cash deposit or cheque to be held as a deposit. (If the bike box is not returned a fee will be chargeable at the price of a new box at the time of hire)

Hire Instructions

- Please place flight labels on designated area or through carry holes.
- Place anti-crush pole back into the socket for return to us.
- Don't peel off and logos/graphics off the box, but please remove flight/ delivery labels.
- Make sure all foam pieces are back in the box.
- We do not provide a lock for the box as we have found that customs may wish to open it, and this can result in damage to the box and or lock.
- We recommend zip ties be used on the clasps if you wish.
- Please let us know if your bike uses through axles, as you will need to have a pair of QR skewers to secure the wheels in place. We have spares if you need them.
- IMPORTANT! PLEASE NOTE YOU WILL BE CHARGED £10 FOR ANY ITEMS MISSING ON RETURN.

Cancellations

1 week notice before collection date, the FULL hire amount will be charged.

2 weeks before collection date, 50% will be charged.

More than 2 weeks- free cancellation.

If f you need to cancel a booking due to Covid-19 restrictions leading to the flight being cancelled or quarantine restrictions making travel impossible we will offer you a refund minus a £5 admin fee.

BikeDen Petersfield

The Studio @ 48 College Street, Petersfield, GU31 4AF. 07712 836217

Bank Details

Jeremy Pigden 45405832 60-16-26