



## GUIDE PORTAL: Bike Parts Removal

**Why we discourage removing parts from rental bikes:** WT works hard to ensure that all the parts and components are properly mounted and installed before rental bikes are sent on tour. These parts include racks, saddle bags, phone holders, triangles, water bottle cages, kickstands, etc. When these parts are removed, either by guests who want to use their own or by guides who have been requested to do so, we run the following risks:

- Parts are easily lost or misplaced. They are costly to replace and make extra work for WT guides and staff. Guides already have a full workday, so having to take time to search for missing parts can add stress and disrupt daily schedules.
- If parts are removed incorrectly, it can compromise the stability and safety of the bike, which can be dangerous for both guests and others riding close by.
- Repeated installing and uninstalling of bike components causes wear and tear and sometimes damage.

WT discourages guides and guests from removing bike parts. Guides should encourage guest to keep these parts on their rental bikes. Consider these strategies:

- Reminders at Orientation: During orientation, remind guests of the importance of keeping components on the bikes.
- Provide alternatives: Offer solutions to guests who may want to carry items differently.
- Educate on proper use: Teach guests how to utilize accessories effectively so they don't feel the need to remove parts.

### **Exceptions:**

- Pedals and saddles: In our pre-tour literature, we encourage guests to bring their own clipless pedals and saddles for their comfort, and the guides should install these during the rental bike fitting. The only time when this does not apply is with clipless pedals and e-bikes, as clipless pedals cause a safety risk on e-bikes.
- Lights: Because WT only supplies headlights and taillights for certain tours where routes include dark tunnels, guides can install lights on rental bikes if guests bring their own. WT does not include lights on bikes on a regular basis, as these parts are easily lost and broken.



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- Mirrors: WT rental bikes do not include mirrors as they are easily lost and broken. It is best if guests bring mirrors that attach to glasses, helmets, or arms, but if they bring a mirror that attaches to handlebars, do your best to mount it without removing or damaging other WT components or the rental bike.

**In case parts are removed:** If guides do end up removing parts from rental bikes, they should be sure to store them in a safe place, and at the end of the tour, they should make sure to reinstall them correctly.

Let's make a collective effort to maintain the integrity of our rental bikes and help guests understand why keeping them in their original condition is important!