



MALLORCA **cycling holidays**

BIKE HIRE HOLIDAYS CLUB HOUSE

BIKE HIRE ESSENTIALS

OPENING TIMES

Monday-Sunday 08.00am - 13.00am /15.00 - 19.00

COLLECTING THE BIKE

Please head to our clubhouse first, located in reception, to show your order number. Remember to bring a form of identification such as a passport or a driving licence. If you have made a group booking and a member of the group would like to pick up the order prior to your arrival, please email us stating the person's name and make sure they have the order number upon collection.

WHERE DO I COLLECT THE BIKE FROM?

Mallorca Cycling Holidays
Hotel Cabot Pollença Park SPA,
Carrer del Bot, 5, 07470
Puerto de Pollença, Illes Balear.

WHAT DOES THE BIKE COME WITH?

2 x tyre levers, 1 x inner tube and 2 x bottle cages.
First inner tube is on us, replacements €5 each. The bike does not come with pump or bottles. Accessories available to purchase in our shop

WHAT DO I NEED TO BRING?

Computer mount for handlebars. Please note that only Garmin or Wahoo mounts will fit on the Basso handlebars. Bands will also fit around the stem. Stem mounts are not fitted due to the specific stem angle on Basso Bikes. The Diamante model comes with an integrated Garmin and Wahoo stem mount. If you wish to use your own saddle, we can fit it to your bike upon collection.

DOES THE BIKE HAVE INSURANCE?

Insurance costs €15 for Astra and €15 for Diamante for up to seven days. For 8 days or more a additional €5 will be charged. Insurance is mandatory for bike rentals and payment is due upon bike collection. Card payments only. Please read our [terms and conditions](#) (sector 11) to understand key points of our insurance and cancelation policy.

BRAKE SET UP

A reminder that our bikes are set up in the continental way. The front brake is on the left and the rear is on the right. Additionally, our bikes are equipped with powerful disc brakes, which are more effective than older style rim brakes. Remember to brake evenly and take it slow on your first ride until you get a feel for your bike's setup.

USING SHIMANO DI2

If you have not used DI2 gearing before, we will give you a quick lesson on how to use it. Changing gears is just the same as mechanical, but with the touch of a few buttons. All batteries will be charged before use and they last a long time. Be careful not to lean the levers against something, otherwise, the gears will keep trying to change and drain the battery. If you think the battery is getting low because of slow gear changes, come to our service center, and we will charge the battery overnight for you.

IF YOU HAVE A MECHANICAL?

If there are any major problems with the bike, which are our fault and prevent you from riding, you can call us at +34 971 865 350, and we will rescue you. If you have a minor problem or your body has broken down, it is your responsibility to make your way back to our service center. If you feel you need additional support throughout your trip, we recommend booking with [Mallorca Bicycle Rescue](#).

LOOKING AFTER YOUR BIKE

Please treat your bike with care. We believe a well-looked-after bike gives you the best experience of cycling in Mallorca. Don't lean any part of the carbon frame against hard or rough surfaces. Always lean the bike with the rear mech and chainset (cranks) on the outside. Please don't lie your bike on its side or put it upside down on the hoods.

WHAT IF I BOOKED THE WRONG BIKE SIZE?

If you checked the height guide and geometry before booking, the chances of getting the wrong size bike are low. However, if you choose not to check, you might end up with the wrong size bike. Mallorca Cycling Holidays cannot be held responsible for customers booking the wrong size, and refunds will not be given for this reason. Bikes can only be changed if they are available.

RETURNING THE BIKE

When returning your bike please inform us if there has been any damage to the bike. It's very important for us to know for the safety of the next customer. The bike should be returned as you received it. If the bike has anything missing you will be charged or reported for theft to the Police. Bikes need to be returned to the collection address and handed to a member of our team by 6pm on your final day of hire.

FINALLY...

**Thank you for booking your bike hire with us
and have a great trip.**

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CLUBHOUSE@MALLORCACYCLING.CO.UK
MALLORCACYCLINGHOLIDAYS.ES