



George Town Visitor Information Centre

Frequently Asked Questions

WHERE DO I GET A BIKE?

Bikes are only available from one location:

- George Town Visitor Information Centre | 92-96 Main Road, George Town TAS 7253.
Open 9am to 4pm 7 days a week.

WHERE DO I LEAVE MY BIKE?

You must return it to the George Town Visitor Information Centre.

CAN I BOOK A BIKE?

At the moment, no, the bikes are offered on a first in, first served basis. However we are looking to introduce an online booking system in the future.

HOW LONG CAN I KEEP A BIKE?

Bikes can be picked up from George Town Visitor Information Centre from 9am. They must be returned by 3.45pm Mon to Sun (AEDT).

DO I HAVE TO BRING MY OWN HELMET?

No. You will be issued with a helmet, lock and map as well as an adult's road bike.

DO I HAVE TO WEAR A HELMET?

Tasmanian road rules require that every cyclist wears a helmet. If you do not wear a helmet you may get a fine from the police, for which you will be responsible.

ARE THE HELMETS CLEAN?

Of course! Helmets are disinfected after each use. Disposable hair caps are also available on request.

WHAT DO I LOCK MY BIKE UP TO?

You can lock the bike to anything that will make it secure and that doesn't break the law. Note that you must lock up your bike whenever you are not riding it.

WHAT DO I NEED TO SUPPLY TO GET A BIKE?

To hire a bike you will need:

- A current credit card;
- Photo identification showing your current address;
- To be over 140cm tall for the unisex bikes and over 150cm tall for the male bikes;
- To be accompanied by a parent or guardian if under 18;
- To sign a hire agreement.

WHY DO YOU NEED MY CREDIT CARD?

Because you will be liable for costs if the bike is:

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| ▪ Late return fee | \$25.00 / day |
| ▪ Cleaning Fee (excessively dirty) | \$35.00 |
| ▪ Nil return of helmet or lock | \$48.00 per item |
| ▪ Damaged or Stolen | \$450 – if found that you are liable for the damage or theft (amount up to \$450 will be payable). |

WILL MY CREDIT CARD INFORMATION BE KEPT SAFE?

All credit card information is kept in a secure location until the bike is returned, at which point it will be destroyed.

WHAT IF SOMETHING HAPPENS TO MY BIKE?

If you get a puncture, or the chain comes off, or the bike can't be ridden because of a mechanical problem or crash, you must return the bicycle to the George Town Visitor Information Centre (which is why we don't recommend cycling beyond the George Town and Low Head area). If another bicycle is available you can swap for a working bicycle. If you are likely to return the bicycle late because of a fault please notify the George Town Visitor Centre tel. 03-6382-1700.

WHAT IF MY BIKE GETS STOLEN?

You must keep the bike locked securely at all times when you are not riding it. If the bike is stolen you must report it immediately to the police and provide George Town Visitor Information Centre with a crime reference number. If your bike was stolen because it was not secured or if you do not provide a copy of the police's crime reference number, you will be charged \$450 to replace the bike.

WHAT IF I GET HIT BY A CAR?

If medical assistance is required, dial 000 for emergency help. Report the accident to the police immediately, then contact George Town Visitor Information Centre on 03-6382-1700 to complete an accident report form. Ensure all details of third parties, witnesses and police that attend the scene are recorded. Do not admit liability. You will be held responsible for costs incurred for damage to the bike if you fail to complete an accident report form. When you rent a bike, Third Party Liability cover for bodily injury is provided in accordance with the legal requirements of Australia.

WHERE CAN I GO?

You can use your bike to travel around George Town and Low Head. Any further and it may prove difficult to return them in time.

- The quickest way to the kanamaluka trail is to proceed down Victoria Street, turn right into Burnett Street. At the end, turn left into Adelaide Street. At the end, follow Ferry Boulevard around to the right, which will become the beginning of the trail, and the commencement of your experience on the kanamaluka trail.
- The Watch House Museum, the Bass and Flinders Centre, and the Low Head Maritime Museum are located at 55, 56 and 46 respectively on the map. If you wish to visit all three, we can sell you a "triple pass" at a reduced cost.
- Shops and cafes can be found predominantly along Macquarie Street. There is also a café at the Pilot Station at Low Head.

A map can be provided to you.

IS IT POSSIBLE TO SEE ALL THREE MUSEUMS IN ONE DAY?

This would be our recommended course of action for the day. Visiting the Watch House, the Bass and Flinders Centre and the Low Head Maritime Museum is quite achievable in less than five hours. This is allowing for ample time for breaks and lunch along the way.

HOW LONGS DOES IT TAKE TO CYCLE TO THE LOW HEAD LIGHTHOUSE?

Direct from the Visitor Information Centre, following the riverside cycling trail would take an average cyclist 40 minutes. Distance is 6km.