



# Gwel an Mor

5 Star Resort Portreath Cornwall

## **Cycle Hire Frequently Asked Questions**

### **Choosing the right bike**

At Gwel an Mor we have a selection of bikes to choose from to suit different ages and cycling preferences. To help you choose which bike from our hire fleet will suit you best we have put together a selection of Frequently Asked Questions (FAQs) to make the selection process easy.

If, after reading through the information below you still have a query, please feel free to contact us on 01209 842354 and we will be happy to help.

### **I want to ride off road and on trails. What sort of bike should I hire?**

If you're going to be riding mainly on trails and off road and will be using the bikes whatever the weather has in store then you should hire one of the Trek Mountain Hardtail bikes or the Trek Skye woman's specific mountain bike. If you also have children, then pick the right size bike to fit your child from our Trek MT Kids bike hire options.

### **I want to use my bike for riding on the roads. Which bike would be best for me?**

If you prefer a more upright stable riding style for use on both light trails and on-road a hybrid or comfort bike should be your hire bike option. The comfort bikes are available in both ladies' and gents' specific frames and are fitted with bike racks allowing you to carry your provisions for the day and to transport back any items you may purchase along the way.

### **What size of bike do I need?**

It is important that you choose the right size bike to ensure a comfortable ride. Please refer to our [technical information section](#) to choose the correct sized bike frame.

### **What size of bike do my children need?**

It is important that you choose the right size bike to fit your child. Please refer to our [technical information section](#) to choose the correct sized bike frame to suit children of different ages.

### **Can I cycle with very young children?**

If you have young children who are not yet able to ride unaided we have several hire options to help you get the whole family out and about. All our mountain and navigators bikes are compatible with the Tag-a-Long Trailers, Trail Gator Tow Bars and the Adventurer duo and ditto six trailers.

### **My child can ride a bike but still needs stabilisers do you have any bikes I can hire?**

The Trek Jet 16 and Mystic 16 bikes come equipped with stabilisers so that your child can join in with the fun and come along for the ride.

### **Do I need to bring my own cycling helmet?**

All bike hire options come complete with a helmet for each rider, a lock, spare inner tubes and a pump. Please see the [safety section](#) for help with fitting your helmet correctly.

### **What happens if I have a puncture?**

If you have a puncture you should have all the equipment provided in your bike pack to fix it yourself on the trail or by the roadside.

### **What happens if the bike 'breaks down'?**

Before each ride you should check your bike is fit to ride. See what to check before each ride. If you have a mechanical problem that you are unable to fix and cannot get back safely to Gwel-an-Mor please phone our emergency contact number 01209 842354 or 07867768926 and we will send someone out to pick you up.

### **Where do I collect my bike from?**

Your bikes will be ready and waiting for you at your lodge when you arrive to begin your stay at Gwel-an-Mor. Should you have any problems please contact reception who will be happy to help.

### **How will I keep my bike safe during the hire period?**

All bike hire packages have a bike specific lock included and this must be used at any time when you are not with your bike. When your bikes are back at the lodges you must secure them safely in the way that you found them on your arrival.

### **What clothes do I need for cycling?**

See technical and safety information section for guidelines on the best clothing to wear whilst cycling.

**What if I like my bike so much I want to buy it and take it home?**

All our hire bikes are supplied by local bike retailer Bike Chain Ricci, Redruth. If you wish to purchase one of the hire bikes or buy a brand new bike call the store on 01209 215787 or visit them at 82 Mount Ambrose, Redruth, TR15 1QR.