



# EAGLERIDER

## TERMS AND AGREEMENT

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### REQUIREMENTS FOR A MOTORCYCLE RENTAL

You must be at least 21 years old

You must have a valid motorcycle class driver's license

You must have a major credit card

### If you are under 21, you must meet the following criteria

- 18 - 20 Years Old
- Motorcycle license or endorsement
- Completed Motorcycle Riding Academy (Harley-Davidson® Authorized Training Program only) or Motorcycle Safety Foundation® (MSF) Course
- Available to rent up to 500cc motorcycles
- USA Locations ONLY

### WHAT IS INCLUDED IN THE RENTAL RATE

Unlimited miles (select models) and no hourly charges

Use of vehicle for a 24 hour period.

Safety Equipment.

### CUSTOMER ORIENTATION

Every client will receive orientation to the motorcycle. The client orientation will cover all aspects of safe motorcycle operation, the clients' maintenance responsibilities, local and state laws.

### STORAGE

EAGLERIDER will provide storage for client luggage, airline tickets, and other valuables free of charge, however at clients' risk.

### FUEL

Fuel costs are client's responsibility. EAGLERIDER claims no responsibility for motorcycle fuel consumption and mileage. You may prepay for fuel refill. \$35 charge will be added if vehicle needs refueling,

### HELMETS (INCLUDED IN DAILY RENTAL RATE)

Helmets are provided with all motorcycle rentals and all tours. Clients are encouraged to bring their own helmets for comfort and style. In addition, helmets may be purchased at many of EAGLERIDER rental stations. Helmets are required by law in all locations.

### ADDITIONAL DRIVERS

1 additional driver is permitted at no extra charge. The minimum age for an additional driver is 21 and a valid motorcycle license is required.

### MAINTENANCE RESPONSIBILITY

The customer is responsible for checking engine oil levels at each refueling and reporting mechanical failures immediately. Instructions and procedures for maintenance expense reimbursement are provided at pick-up. Customers may be held responsible for mechanical damage due to negligence in motorcycle operation or failure to provide normal maintenance.

### MOTORCYCLE SUBSTITUTION

EAGLERIDER reserves the right to substitute the motorcycle confirmed to rental client. Should EAGLERIDER not be able to provide confirmed motorcycle a similar or better model will be provided to the client. This constitutes the maximum liability of EAGLERIDER.

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## SECURITY DEPOSIT

A security deposit will be taken at pick-up (Authorization Only) and must be processed via valid credit card. \*Please reference the Waiver Coverage section for more details.

## RESTRICTIONS

Violation of listed restrictions voids all VIP Theft & Damage Waivers and client will be held liable for damages. Road Restriction: Rental street motorcycles are not allowed on gravel roads, beaches, logging or other non-public roads. Mexico Restriction: Clients cannot enter Mexico on a USA bike without written authorization or accompanied by an EAGLERIDER Guide. Death Valley WARNING: Entering Death Valley during the months of June & August is dangerous and not recommended.

## RESERVATION AND DEPOSIT

For reservations under \$1000 or less, all charges must be paid for at the time of booking. Reservations over \$1000 are eligible to pay a minimum deposit of 35% at the time of booking. All remaining balances must be paid in full within 30 days from the day that your reservation starts (pick-up date) and are collected automatically on the dates listed on the checkout page. For a group booking that is paid by one credit or debit card, EAGLERIDER will charge the remaining group balance to the same card used for payment at the time of booking.

If you would like to pay the remaining balance with another card or wire transfer, please contact us and make arrangements before the remaining balance due date. By clicking "Book Reservation" at checkout, you give EAGLERIDER permission to charge your card(s) 30 days before the pick-up date. You also authorize EAGLERIDER to re-initiate any charge(s) to your card (s) that is dishonored for any reason. If EAGLERIDER does not receive the remaining balance prior to 30 days before pick-up date, then EAGLERIDER reserves the right to cancel the rental reservation and charge a cancellation fee..

## PICK-UP, RETURN & LATE CHARGES

Pick-Up Time of rental motorcycle is accepted during the above mentioned rental location business hours. Clients are required to telephone the EAGLERIDER Rental Station on the morning of the pick-up day to schedule their transfer and pick-up time. Pick-ups are not honored after 4:30pm.

Return Time of rental motorcycle is accepted during the above mentioned rental location business hours. One rental day is based on a 24-hour rental period starting from the time of pick-up. No refunds for early motorcycle returns are granted.

Late Charge: A \$25 per hour penalty is assessed if the motorcycle is returned late from scheduled drop off time.

## CANCELLATION AND REFUNDS

All reservations are final and non-refundable.

If you make a reservation without a motorcycle endorsement, no refunds will be provided. If you fail to pick up your rental on the specified pick-up date (no show), you will not receive a full refund.

A reservation may be cancelled up to 30 or more days prior to the pick-up date with no cancellation penalty, and with the contracted amount issued in the form of a Store Credit that can be redeemed within 1 year from the date it was issued. 30% of the total will be applied towards cancellation fee if the booking is canceled between 30 - 21 days from pickup time. 60% of the total will be applied towards cancellation fee if the booking is cancelled between 20 - 11 days from the pick-up time. 100% of the total will be applied towards cancellation fee if the booking is cancelled within 10 days from pickup time or if the customer does not show up. Any and all balances remaining after Cancellation Fees have been applied will be issued in the form of a Store Credit that may be redeemed within one year.

Please note: A \$25 admin fee will be applied to a reservation that is modified between 30 - 11 days before pick-up time.

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## STORE CREDITS

Store credits owned by an individual may only be used for reservations booked by and for that specific individual. Store Credits can be used once per payment (So once during booking, and multiple during subsequent payments). Store Credits expire 1 year after the issuing date. Store credits can only be applied at locations within the same country as the original booking.

## PAYMENT METHODS

EAGLERIDER Rentals accepts the following methods of payment: VISA, Master Card, AMEX, Discover, Cheques are not accepted for security deposit.

## PEAK SEASON SURCHARGE

Peak Season surcharge is a fluctuating surcharge that applies during times of high demand.

## RALLIES AND EVENT SURCHARGES

All rentals during event/rally dates are subject to a daily surcharge and may require minimum days rental period.

## ENVIROMENTAL SURCHARGE

The Enviromental surcharge is 6.5% for all reservations. This charge covers part of various expenses related but not limited to: oil, fuel, and tire disposal at each location.

## CONCESSION RECOVERY FEE

This charge covers part of the fees associated with the right to do business at certain EAGLERIDER locations.

## BOOKING TERMS

Reservation must be paid in full to guarantee rate and rental date.

Reservations are non-refundable.

Discount rates are subject to blackout dates and availability.

All rental models and rates vary by location and season.



# EAGLERIDER

## MOTORCYCLE CREDIT CARD AUTHORIZATION

### DRIVER PERSONAL INFORMATION

|                           |                      |                         |                      |
|---------------------------|----------------------|-------------------------|----------------------|
| First Name                | <input type="text"/> | Last Name               | <input type="text"/> |
| Address                   | <input type="text"/> | City                    | <input type="text"/> |
| State/Province            | <input type="text"/> | Postal Code             | <input type="text"/> |
| Home Phone #              | <input type="text"/> | Country                 | <input type="text"/> |
| Email Address             | <input type="text"/> |                         |                      |
| Motorcycle License Number | <input type="text"/> | License Expiration Date | <input type="text"/> |

### Rental Information

|                           |                      |                            |                      |
|---------------------------|----------------------|----------------------------|----------------------|
| First Model Choice        | <input type="text"/> | Second Model Choice        | <input type="text"/> |
| Pick up Date (mm/dd/yyyy) | <input type="text"/> | Time                       | <input type="text"/> |
| Pick up City              | <input type="text"/> | Drop Off Date (mm/dd/yyyy) | <input type="text"/> |
|                           |                      | Time                       | <input type="text"/> |
|                           |                      | Drop Off City              | <input type="text"/> |

### ADDITIONAL ADD-ONS (Availability Base On Location)

| Description                                                                                                                                                                                                                                                                                                                                                 | Cost                 | Check Box                |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|--------------------------|
| <b>Jacket Rental</b> (Choose from a variety of leather and mesh rental jackets)                                                                                                                                                                                                                                                                             | <b>\$12.00 /Day</b>  | <input type="checkbox"/> |
| <b>Helmet Rental</b> - Full Face                                                                                                                                                                                                                                                                                                                            | <b>\$12.00 /Day</b>  | <input type="checkbox"/> |
| <b>Motorcycle Model Guaranteed -</b><br>By choosing to take advantage of our Motorcycle Model Guaranteed, you can rest assured that the model you selected will be available upon your arrival. If you choose not to take advantage of this option, and in the event that your model of choice is not available, you will still receive a comparable model. | <b>\$99/One-Time</b> | <input type="checkbox"/> |
| <b>Roadside Assistance -</b><br>Provides towing and roadside Assistance, emergency fuel delivery (up to 2 gallons) and jump start services                                                                                                                                                                                                                  | <b>\$11.98/ Day</b>  | <input type="checkbox"/> |
| <b>VIP Basic</b>                                                                                                                                                                                                                                                                                                                                            | <b>\$29/Day</b>      | <input type="checkbox"/> |
| <b>VIP Select</b>                                                                                                                                                                                                                                                                                                                                           | <b>\$39/Day</b>      | <input type="checkbox"/> |
| <b>VIP ZERO</b>                                                                                                                                                                                                                                                                                                                                             | <b>\$49/Day</b>      | <input type="checkbox"/> |
| <b>Personal Accident &amp; Effect Insurance</b><br>PAI/PEI provides limited coverage for eligible medical expenses and personal belongings of the renter and covered passengers resulting from an accident during the rental period.                                                                                                                        | <b>\$11.98/ Day</b>  | <input type="checkbox"/> |
| <b>Supplement Liability Insurance \$300K</b>                                                                                                                                                                                                                                                                                                                | <b>\$34.98/Day</b>   | <input type="checkbox"/> |

### CREDIT CARD INFORMATION (required to confirm booking)

I hereby confirm my rental dates and authorize EAGLERIDER to charge all rental costs to the credit card number listed below. I also understand the cancellation policy listed in the above Terms and Conditions. **Note: A Security Deposit is required on bike pick-up day. The authorization amount depends on selected Theft and Damage Waiver.**

|                       |                      |                      |                      |
|-----------------------|----------------------|----------------------|----------------------|
| Card Holder Name      | <input type="text"/> |                      |                      |
| Card Number           | <input type="text"/> | Card Expiration Date | <input type="text"/> |
| Card Holder Signature | <input type="text"/> | Security Code (CVV)  | <input type="text"/> |

# MOTORCYCLE INSURANCE OPTIONS

## VACATION INTERRUPTION PROTECTION (VIP), THEFT COVERAGE, DAMAGE WAIVER AND SECURITY DEPOSIT

All Theft and Damage Waivers and Supplemental Liability Insurance options are subject to the express terms and conditions of the rental contract and do not include coverage for injury, personal property, or damage as the result of negligence such as illegal use or use of rental while under the influence of drugs or alcohol. A Police Report is required for all damages or accidents. All damages to rented motorcycle(s) without a police report will be considered to be at the fault of the Renter.

Supplemental Liability Insurance provides supplemental third-party liability insurance at limits excess of state-required minimum financial responsibility limits.

Please note that SLI is supplemental and secondary to all other available insurance were permitted by law. It does not cover the rider or the motorcycle passenger.

|                                                                                                                                                                                                                                         | No Coverage Purchased                               | VIP Basic Plus Theft & Damage Waiver \$29 per day                                     | VIP Select Plus Theft & Damage Waiver \$39 per day                                                     | VIP Zero Plus Theft & Damage Waiver \$49 per day                                                                                                                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|---------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Damage Waiver</b><br>Include any and all accidental (non-negligent) damage to motorcycle and motorcycle accessories.                                                                                                                 | Renter pays <b>Full Retail Value</b> of ALL damages | <b>\$2000 DEDUCTIBLE</b><br>Renter pays \$2000                                        | <b>\$1000 DEDUCTIBLE</b><br>Renter pays \$750                                                          | <b>\$0 DEDUCTIBLE</b><br>Renter pays \$0                                                                                                                                  |
| <b>Theft Coverage</b><br>Includes Theft of Motorcycle and motorcycle accessories provided motorcycle was locked with all locks supplied by rental company. Does NOT include personal belongings left on motorcycle(s) or in saddlebags. | Renter pays <b>Full Retail Value</b> of Motorcycle  | <b>\$5,000 DEDUCTIBLE</b><br>Renter pays Up to <b>\$5,000</b> per occurrence          | <b>\$2,500 DEDUCTIBLE</b><br>Renter pays Up to <b>\$2,500</b> per occurrence                           | <b>\$1,000 DEDUCTIBLE</b><br>Renter pays Up to <b>\$1,000</b> per occurrence                                                                                              |
| <b>Vacation Interruption Protection (VIP)</b><br>In the event of a mechanical breakdown requiring the motorcycle to be in repair for more than 12 hours. Flat tires <b>do not</b> constitute a breakdown.                               | Refund of daily rental rate or a portion thereof    | Renter is provided up to \$35/day for a replacement rental + refund of the daily rate | Renter is provided up to \$50/day for a replacement rental + refund of the daily rate                  | Renter is provided up to \$100/day for a replacement rental + refund of the daily rate                                                                                    |
| <b>Personal Property Loss Protection</b> In the event of theft or damage to personal property and belongings.                                                                                                                           | Not Included                                        | Not Included                                                                          | Renter provided coverage up to \$250 for replacement of personal property. A Police Report is required | Renter provided coverage up to \$500 for replacement of personal property. A Police Report is required                                                                    |
| <b>Additional Driver</b> Renters are fully covered when exchanging rental motorcycles within your riding group.                                                                                                                         | Not Included                                        | Not Included                                                                          | Not Included                                                                                           | Additional Renter(s) permitted to ride other rental motorcycles within group at no charge. Additional driver(s) must sign the rental agreement(s) at the time of pick-up. |
| <b>Flat Tire Coverage</b>                                                                                                                                                                                                               | Not Included                                        | Not Included                                                                          | Not Included                                                                                           | Covers tire repair/ labor. Towing is covered up to an amount of \$100 per occurrence.                                                                                     |
| <b>SECURITY DEPOSIT</b>                                                                                                                                                                                                                 | <b>\$5,000 Deposit</b>                              | <b>\$2000 Deposit</b>                                                                 | <b>\$1000 Deposit</b>                                                                                  | <b>\$100 Deposit</b>                                                                                                                                                      |

**Security Deposit:** The Security Deposit is an 'Authorization Only' onto a major credit card meaning the funds must be available for hold but is not processed against your account unless required per Terms and Conditions of Rental Agreement.

**\*\*Security Deposit may vary by location.**

**\* VIP Zero and SLI are not available at all EAGLERIDER locations. Please ask your Reservation Agent for details.**

Initial: \_\_\_\_\_

Updated: 8/14/2025

EAGLERIDER Net Rates valid starting: Jan 1, 2026 – Dec 31, 2026

\* State sales tax may be applied to EAGLERIDER insurance coverage and may vary by location. Please ask your Reservation Agent for further information.

| SLI: SUPPLEMENT LIABILITY INSURANCE                                                       |               |
|-------------------------------------------------------------------------------------------|---------------|
| Supplemental Liability Insurance * ONLY available for participating license USA locations | Rate          |
| SLI - \$300,000 Coverage                                                                  | \$34.98 / day |

#### MINIMUM LIABILITY INSURANCE - INCLUDED WITH ALL RESERVATIONS

Motorcycle Liability Insurance Covering Property Damage & Bodily Injury up to the State Required Minimum Limits. This type of insurance will pay for property damage and bodily injury suffered by others in a crash that you caused. This covers the minimum liability required by law for the state where you are picking up your vehicle.

For example, reservations in California include the following liability insurance:

- \$15,000 for injury/death to one person.
- \$30,000 for injury/death to more than one person.
- \$5,000 for damage to property.

Insurance Coverage is secondary to any other coverage available to the renter whether such insurance is primary, excess or contingent as per the rental agreement and insuring policy. No coverage will be provided for Uninsured/Underinsured Motorists &/or Personal Injury Protection coverage unless required by law. See Rental Agreement for details.

#### SUPPLEMENTAL LIABILITY INSURANCE (SLI) - RECOMMENDED UPGRADE

Supplemental Liability Insurance provides supplemental third-party liability insurance at limits excess of state-required minimum financial responsibility limits.

Please note that SLI is supplemental and secondary to all other available insurance where permitted by law.

#### SUPPLEMENTAL LIABILITY INSURANCE (SLI) - RECOMMENDED UPGRADE

#### Personal Accident Insurance & Personal Effects Insurance (PAI/PEI)

##### Personal Accident Insurance (PAI)

Personal Accident Insurance (PAI) provides limited 24-hour accident coverage for the primary Renter and eligible passengers during the Rental Agreement period, subject to policy terms and conditions.

#### Accidental Death Coverage

Accidental Death coverage applies to primary Renter and their immediate family for a death while traveling in the Rented Vehicle during the entire period of the Rental Agreement. Passengers are protected only while in, boarding, or alighting to or from designated vehicle.

#### Coverage Limits

Primary Renter: \$50,000

Passenger: \$5,000

## Accidental Death Coverage

Accidental Death coverage applies to primary Renter and their immediate family for a death while traveling in the Rented Vehicle during the entire period of the Rental Agreement. Passengers are protected only while in, boarding, or alighting to or from designated vehicle.

### Coverage Limits

**Primary Renter: \$50,000**

**Passenger: \$5,000**

## Accidental Medical Expense Coverage

PAI also includes coverage for accidental emergency medical expenses. This benefit provides you, your passengers and your immediate family up to \$1,000 of 24-hour accidental emergency medical expense coverage while in, boarding or alighting to or from the designated vehicle for emergency medical expenses and ambulance fees.

## Personal Effects Insurance (PEI)

Personal Effects Insurance (PEI) provides limited coverage for loss of or damage to personal belongings caused by theft of, damage to, or an accident involving the rental vehicle, subject to policy terms, limits, and exclusions.

Coverage is based on the **actual cash value** of the covered items and is subject to applicable deductibles, maximums, and exclusions

### Coverage Limits

PEI covers personal belongings owned by the primary Renter or Sharer and their immediate family traveling with them.

- **Maximum coverage per rental contract:** \$525
- **Deductible:** \$25 per claim
- **Maximum benefit payable per rental contract:** \$500
- **Claim limit:** One claim per rental contract period

## Items Not Covered

PEI does not cover the following items or losses:

- Securities, currency, deeds, tickets, documents, or bullion
- Eyeglasses or contact lenses
- Artificial teeth, bridges, or prosthetic limbs
- Automobiles, motorcycles, or related equipment
- Animals, motorized boats, motors, or other conveyances
- Perishable goods or household furniture
- Loss or damage resulting from wear and tear, gradual deterioration, insects or vermin, inherent defects, or unexplained or "mysterious" disappearance

## Important Notices

- Coverage is subject to the full terms, conditions, limitations, and exclusions of the applicable insurance policy and Rental Agreement.
- The purchase of PAI and/or PEI is not required in order to rent a vehicle.
- Acceptance of coverage, as indicated by signing the Rental Agreement, serves as proof of coverage under the issued policy.
- State Law Notice: State laws may prohibit or modify optional insurance products. Any offer or description of benefits is void where prohibited by law.

## **PAI/PEI Exclusions**

Personal Accident Insurance (PAI) and Personal Effects Insurance (PEI) do not apply under the following circumstances:

### **1. Vehicle Use Restrictions**

-Coverage does not apply if the vehicle is used for hire, commercial purposes, motorsports, racing, or practice activities; used while under the influence of alcohol, drugs, or other substances (including prescription medications that impair operation); or used while committing unlawful acts.

### **2. Rental Agreement Violations**

Coverage is void if the terms, conditions, or use restrictions of the Rental Agreement are violated, including use of the vehicle by an unauthorized person. An unauthorized person is anyone not listed on the original Rental Agreement as the renter or an authorized driver.

### **3. Geographic Limitations**

No coverage is provided for rentals originating in or terminating in the States of Michigan or New York, or for rentals occurring outside the territorial limits of the United States.

### **4. Injuries to Certain Individuals**

-Coverage does not apply to bodily injury or property damage sustained by you, your relatives residing with you, any authorized driver, or their relatives residing with them. This exclusion does not apply to Personal Accident Insurance.

### **5. Liability and Optional Insurance Coverages**

-Coverage does not include liability for injury to third parties or damage to their property, uninsured or underinsured motorist coverage, first-party benefits, no-fault or supplemental no-fault coverage, or other optional or waivable insurance. By accepting PAI/PEI coverage, you agree, to the extent permitted by law, to waive or reject such coverage.

### **6. Coverage Not Accepted in Advance**

-Coverage does not apply if it is not accepted prior to the Rental Start Date shown on the original Rental Agreement.

### **7. Non-Payment or Misrepresentation**

-Coverage is void if required charges are not paid, if the vehicle is obtained through misrepresentation, or if the rental involves a restricted or "Exotic" vehicle.

### **8. Other Applicable Coverage**

-Coverage does not apply if similar coverage is available under any other valid and collectible insurance policy or warranty, other than the renter's personal auto policy.

### **9. Fines and Penalties**

-Coverage does not apply to fines, penalties, or punitive or exemplary damages.

### **10. Excluded Events and Conditions**

-Coverage does not apply to losses, injuries, or damages arising from:

- Intentional acts or unlawful activities
- Acts involving violence, civil disturbance, or similar events
- Illness, disease, medical conditions, or infections, except where directly resulting from a covered accident
- Injuries sustained while riding in or operating any aircraft
- Hernias, unless directly caused by a covered accident
- Participation in professional or organized athletic activities
- Dental treatment, vision care, eyewear replacement, or eye examinations, except when required as a direct result of a covered injury
- Pregnancy, childbirth, or related complications