E-bike test riding policy.

Gold Coast test rides by appointment. Please read this policy and ask staff about anything you do not understand before riding.

1. Your appointment and the bike

FiSHAW test-ride appointments are one hour and may include more than one suitable model. The appointment includes check-in, bike setup, an explanation of the controls and riding time. Confirm the meeting arrangements before travelling. The exact venue is provided privately with your booking confirmation.

FiSHAW staff will help select a suitable bike and riding area, explain the brakes and electric assistance, and check the bike before it is handed over. Ask for the saddle or controls to be adjusted if needed. Begin with low assistance in the area staff specify and only proceed when you can safely start, steer, brake and stop.

2. Photo identification and eligibility

Bring acceptable current photo identification and leave it with FiSHAW staff for the duration of the ride. It will be held securely and returned when you finish. Tell us before the appointment if this presents a problem. If a licence or exemption document must remain with you while riding, bring another acceptable photo ID to leave with staff.

You must meet the current Queensland eligibility rules for the actual riding area. For ordinary public-road and path riding, riders generally must be at least 16 and hold a valid driver licence, with a learner licence sufficient. Lawful supervision, medical or disability, and designated-area exemptions have specific conditions. Contact FiSHAW before booking if relying on an exemption; carry any required exemption evidence and follow its conditions.

For a rider under 18, a parent or legal guardian must attend and the required supervision must be arranged before the ride. Staff will confirm the proposed arrangements and whether a suitable bike and route are available. Holding ID does not replace eligibility or safety checks.

3. Fitness, clothing and instructions

Ride only if you can do so safely and within your capabilities. Do not ride while affected by alcohol, drugs, illness or another condition that makes riding unsafe. Tell staff about any assistance or adjustment you need. You do not need to provide a detailed medical history to book; if you are unsure about your ability to ride safely, resolve that concern before taking part.

Bring your own approved bicycle helmet, or FiSHAW can supply a helmet for the test ride. It must fit correctly and be securely fastened. You must wear it throughout the ride whenever riding the bike, together with suitable footwear. If a helmet cannot be fitted safely, do not ride. Follow staff instructions, traffic rules, signs and the agreed route and return time. FiSHAW may postpone or stop a ride where conditions, equipment, eligibility or rider behaviour present a safety concern.

Care, incidents and responsibility.

Ride considerately, report problems promptly and return the bike and equipment to staff.

4. During the ride

Take reasonable care of the bike and equipment. Keep your helmet fitted and fastened while riding. If you remove or unfasten it, stop riding safely and do not resume until it is correctly fitted and fastened again. Stay within the agreed area, keep a safe speed for the conditions and give way where required. Do not jump, race, perform stunts, alter the bike or carry a passenger during the test ride. Do not pass the bike to another person or leave it unattended. Stop in a safe place before using a phone.

Cycling involves risks, including loss of balance, falls, traffic, other path users and changing surfaces. Electric assistance can change how quickly a bike moves. Ride within your skills and the conditions, leave space for others and ask for help if you are uncomfortable with the bike.

5. Faults, crashes and emergencies

If you notice a fault, unusual handling or another safety problem, stop riding as soon as it is safe and contact FiSHAW. Do not ride a faulty bike back merely to return it. Staff will explain the safe next step and any collection arrangements.

Report a crash, injury, loss, theft or damage promptly. For an emergency, contact emergency services first. Provide reasonable details of what happened, including any involved parties or witnesses where available. Return all supplied equipment and report any problems when handing the bike back.

6. Loss, damage and legal rights

You are responsible for loss or damage to the extent caused by your negligent, deliberate or unlawful conduct, misuse, or failure to follow reasonable instructions. Any claim will consider what happened and the reasonable loss actually caused. Ordinary wear, an existing defect or damage attributable to FiSHAW is not automatically your responsibility. There is no automatic charge for the full new retail price merely because an incident occurs.

Choosing to ride after removing or unfastening your helmet breaches this policy. You are responsible for harm to the extent caused by that choice. FiSHAW does not accept responsibility for injury or damage caused by your decision to ride without a correctly fitted and fastened helmet, except to the extent that FiSHAW's negligence contributed to it or the law requires otherwise.

FiSHAW remains responsible for its own acts and omissions as the law requires. Nothing in this policy excludes liability for death or personal injury resulting from FiSHAW's negligence, or excludes, restricts or modifies any consumer guarantee or other right that cannot lawfully be excluded. This policy is not a blanket release of FiSHAW from responsibility for defective equipment or unsafe instructions.

7. Before setting off

Confirm that you understand the controls, helmet fit, route, return time and contact arrangements, that any existing marks or issues have been noted, and that your questions have been answered. Tell staff if you are not ready to ride.

Contact FiSHAW

FiSHAW Technology Pty Ltd. Email: info@fishaw.com. Phone: 07 2802 3346. Test rides are on the Gold Coast by appointment. Check the current Queensland e-bike rules before your visit: qld.gov.au/transport/safety/rules/wheeled-devices/electric-bicycle-rules.