

Holiday Valley E-Bike FAQ's

What is an e-bike?

An electric bicycle also known as an e-bike is a bicycle with an integrated electric motor which can be used for propulsion. Our fleet are pedal assist e-bikes (meaning you need to be pedaling to engage the motor) and have rechargeable batteries.

Is a certain athletic ability required to ride the bikes? Do you have to have knowledge of mountain biking?

We suggest you have a basic knowledge of mountain biking and be in moderate athletic shape. Even though the bike provides assistance you still need to pedal and be able to navigate variable terrain.

Can you test out the bikes before you go out on the trail?

Our staff will provide basic information on operating the bike and you can try it out in the Sugar Plum area (trail that connects Tannenbaum to Yodeler).

What should you wear?

Wear comfortable athletic clothing and sneakers. Be prepared to get muddy!

What should I bring with me on the ride?

We suggest you bring water and any snacks you would like. Also, your phone in case you require any assistance on the trail. Our main phone number is listed on all e-bike trail signs. We sell drawstring bags at the Harness Shop for \$3 each.

How long is the trail?

The course is about 5 miles and should take about an hour (see map below). There are several opportunities to stop and take scenic photos along the route.

Do you require a deposit?

Any damages will be evaluated when the bike is returned and we will charge a basic damage fee that will be readjusted when we receive final confirmation on the repair cost.

Are helmets included?

Helmets are included in the rental fee.

How many bikes are in the fleet?

We currently have 8 adult e-bikes – small, medium, large and x-large sized.

Is there an Acknowledgement of Risk? Do you require parent's signature?

Yes, there is an Acknowledgement of Risk that is required (see attached) and it does require a parent/guardian signature for anyone under 18 years old.

What if someone is on the mountain and needs assistance?

If someone needs assistance with repairs or an injury have them call the main Holiday Valley number (716-699-2345) or transfer them. The switchboard will get their information and phone number and will then radio the Sky High staff that will assess the situation and meet the guest with a ranger to provide assistance.