

## **GENERAL BIKE FAQS**

### **How do I rent a bike?**

Riders can download the Gotcha app for Apple and Android devices. They then create an account and add a payment method. At this point, they can use the Gotcha app to find, unlock, and ride a bike.

### **What makes the bike electric?**

An electric motor on the bike offers pedal assistance. That means you need to start pedaling the bike, then a motor will kick in to make things a little easier. This is designed to help riders go further, making it easier for them to commute or run errands with less fatigue.

### **Who should I contact if I have a problem or question?**

Gotcha's Rider Experience team is ready and happy to help. You can call/text them at 844-254-7174 or email [support@ridegotcha.com](mailto:support@ridegotcha.com).

### **Can I park a bike anywhere?**

Bikes should always be returned to a designated Gotcha hub. This makes them easy to find for other riders and protects sidewalks and right-of-ways from clutter. You can find hubs marked in the Gotcha app with a parking icon.

### **What happens if I don't park at a hub?**

If you don't end your ride at a hub, you'll be charged an out-of-hub fee. This accounts for the costs of our team having to relocate bikes for other riders. If you park outside of the system area marked in the app, you'll be charged a more expensive out-of-system fee.

### **How do Gotcha Mo-Pass Subscriptions work?**

Gotcha offers subscriptions that are great options for people who ride on a regular basis. Riders pay a flat monthly fee. In exchange, they do not have to pay unlock fees when renting a bike and get a daily allotment of "free" ride time. For the most up-to-date pricing and features, check the Gotcha app.