

Sunshine Coast Segway Tours

Terms and Conditions

What is a Segway?

A Segway is an eco-friendly, two-wheeled, battery powered, self-balancing personal transporter device, with a platform that the rider stands on while holding the handlebars. It is controlled by the way the rider distributes their weight on sensors and steered by leaning in the direction you want to travel.

By booking a Segway tour with Sunshine Coast Segway Tours you confirm that you will participate in a guided Segway tour conducted by an experienced instructor(s) of Sunshine Coast Segway Tours and agree to the terms and conditions below.

Age and Weight Requirements

Riders must be 14 years of age or over. All children aged 14 to 17 years cannot ride a Segway unless accompanied and supervised by an adult who also participates in the Segway tour.

For the safe operation of the Segway, there are rider weight and age restrictions. The minimum weight is 45kg and the maximum weight is 117kg including any cargo.

Safety Requirements

Participants should note that riding a Segway involves some risk of injury. There may be other path users on the tour, including bike/scooter, riders, walkers and dogs. There may also be some obstacles on the path that may need to be navigated. While we take steps to protect our customers from harm during the Segway tour, we are not responsible for personal injury or loss due to the actions of participants and others which are beyond our control. We recommend you consider travel insurance prior to commencement of the tour.

Segway riders must not be under the influence of alcohol and other substances which may impair their judgement and riders must be able to step on and off the Segway and stand unaided for the duration of the training and tour. Participants who are impaired or behave in a way that affects their ability to safely operate a Segway, will not be permitted to ride. They will forfeit their participation in the tour and there will be no refund.

We reserve the right to prohibit any participant from participating in our Segway tours if they fail to meet the requirements in these Terms and Conditions or do not display, at the instructor's discretion, acceptable behaviour, or follow an instructor's directions and the path signs for safe operation of the Segway. In such cases, no refunds will be given.

You must not participate in a Segway tour if you have any condition, illness or injury that prevents you stepping on and off the Segway or standing unaided for the duration of the training and tour or that may expose yourself or others to the risk of illness or injury.

If you are unwell or have a condition, illness or injury that affects your ability to safely ride a Segway, do not participate in the tour.

Participants must have adequate vision and the ability to get on and off, lean forward and backward and left and right on the Segway and stand on the Segway unaided for the duration of the training and tour.

You must not participate in a Segway tour whilst pregnant due to the fall risk.

If during the tour you feel unwell or sustain an injury, please immediately advise an instructor.

To keep yourself and other path users safe your full attention is required when riding a Segway. Holding a mobile phone in your hand or resting it on any part of your body when riding is illegal under Queensland transport safety rules. You can use a mobile phone when you are stationary and have stepped off the Segway and it is safe to do so.

Each Segway is for use by one person only. You must not carry another person when riding a Segway—not even a child.

You must minimise the items with you on the Segway ride. Each Segway has a travel pack secured to the front of the segway in which you can store some smaller items such as a raincoat, sunglasses/glasses, keys, mobile phone.

If you have a backpack, you are responsible for ensuring the load is secured and unlikely to fall from the Segway.

Helmets are supplied by Sunshine Coast Segway Tours and are to be worn by riders. You may bring your own helmet to wear. You must wear an Australian Standard approved bicycle helmet whilst riding a Segway. You must securely fit and fasten it.

You are required to produce to an instructor, and carry on the tour, any medical certificate that states that you do not need to wear a helmet for medical reasons or because of a physical characteristic that makes it unreasonable for you to wear one.

You must stay on the designated tour path and follow all signs, laws and the directions of the tour instructors whilst on the tour and be courteous and respectful of other path users.

All participants are required to participate in a training session, even if you have ridden a Segway previously, prior to participating in the Segway tour. This training session will be provided by Sunshine Coast Segway Tours experienced instructors prior to the tour commencement.

For your own safety, riders must wear closed toe shoes on a Segway - no thongs, no open sandals and no heels. You will not be able to participate with unsuitable footwear.

Inclement weather is unlikely to cause the tour to be cancelled. You should come prepared with appropriate clothing suitable for the weather conditions e.g. raincoat, sunglasses, sun hat, sunscreen, water bottle.

We do not accept any responsibility for damage or loss of your personal property at the site of the Segway training and tour area or on the courtesy bus.

It is recommended you view the [Segway safety video](#) on our website <https://www.sunshinecoastsegwaytours.com.au> and review the Queensland Government's rules for

personal mobility devices <https://www.qld.gov.au/transport/safety/rules/wheeled-devices/personal-mobility-devices> before participating in our Segway tours.

Courtesy Bus Pickups and Drop Offs and Tour Commencement

If you have selected the courtesy bus pick up at one of the designated pick-up locations, please ensure that you are ready to board the courtesy bus at the designated time on your booking information. We recommend arriving 10 -15 mins before the pick-up time to avoid any delays. The driver will not wait any longer than 5 minutes at each pick up location. If you miss the allocated pick-up time, you will need to arrange your own transport to the tour location.

If you make your own way to the tour location at Crummunda Park, Wurtulla, please ensure that you arrive at the tour location on time, 9.00am for the morning tour and 2.30pm for the afternoon tour. We recommend arriving 10 -15 mins before the tour commencement time to check in, fit your helmet and to avoid any delays. If you miss the bus pick up or do not arrive at the tour location commencement time, this is a “no show” and the full amount of the booking fee will be charged.

The tour runs approximately 2.5 hours with the training session. However, if you have selected the courtesy bus pick up and drop off, allow 4 hours total from the pick-up location time.

Cancellation and Refund

Bookings are essential and there are time limits on booking availability prior to the commencement of a tour.

Cancellations by any customer less than 24 hours before the booked tour start time or any “no show” will be charged the full amount of the booking fee.

Sunshine Coast Segway Tour reserves the right at its discretion to cancel or change the tour, tour itinerary or times due to severe weather conditions or unsafe or unforeseen circumstances or events e.g. coastal pathway closure. In such circumstances, customers will be notified as soon as reasonably practicable of the cancellation and a refund will be issued. Please note that it may take up to 10 business days for any refund to appear in the customer’s bank account.

Photography

Participants on the Segway tour may be photographed and videoed whilst participating. By booking a tour, participants consent to Sunshine Coast Segway Tours publishing photos and videos of participants, on its website and in advertisements, displays and promotional materials, online and in print, for the purpose of promoting Sunshine Coast Segway Tours, Segway tours and for training purposes.

Indemnity and Release

An Indemnity and Release will be required to be signed by all participants including legal guardians/parents on behalf of children 14-17 years of age before riding a Segway.

Approved: 4 April 2024, v1