

All Aboard

We look forward to hosting you aboard our railbikes. For questions regarding your trip, please visit our [website](#) or call our office between 9am - 3pm at 707-964-6371.

This trip is rated strenuous. You must be in good physical shape and able to walk a long distance (getting down to your bike and back up at the end, it's 15 stories of hiking).

- Entire Party MUST arrive 45 minutes early for check in and orientation.
- In accordance with TSA / FRA Regulations facial coverings are required on property and our Railbikes. Please practice social distancing.
- Single riders must be at least 18 years of age.
- All passengers must be able to walk steep and rugged terrain and should be at least 6+ years old.
- Maximum weight 250 pounds per passenger.
- Casual / sports attire suggested.
- Close toed shoes required.
- Please Bring Water!

FAQ's

1. **What time should I be at 30401 Sherwood Road for the RailBikes?**
All RailBikes guests must arrive at the Sherwood House (30401 Sherwood Rd, Fort Bragg, CA 95437) 45 min prior to departure time, (i.e. departure time is 9:00 am; arrive at the Sherwood House at 8:15 am).
There is a hard cut off time of 30 minutes prior to the departure. You will not be able to ride if you arrive late, however we can put you on another time/day, based on availability.
2. **Where do the RailBikes depart from?**
[30401 Sherwood Rd, Fort Bragg, CA 95437](#)
3. **How long is the RailBike experience?**
Approximately 4 hours from your check in until the bikes arrive back.
4. **How long will we be pedaling?**
About 90 minutes in both directions. So about 3 hours total.
5. **Does the electric motor come with every RailBike?**
Yes. All bikes have the electric assist motor available for use as needed. You will be given instructions on how to use them along with other features.
6. **Do I have to wear my mask the entire time?**
Yes. All guests are required to wear masks while on property and while enjoying our experiences. If you're unable to wear a mask, we invite you to visit another time. If you're eating or drinking then masks are not required.
7. **Are helmets mandatory?**
Yes
8. **Are helmets provided?**
Yes, sanitized helmets are provided. You may bring your own bicycle helmet though it must have an under the chin strap.
9. **What are the age requirements to ride the RailBikes?**
Our tiniest guests will need to be a minimum of 6 years old in order to ride the RailBikes.
10. **How many RailBikes do I need for 2 people?**
Just one. Each RailBike has seating for 2 people. A single rider will need only one bike. If

you mistakenly booked 2 rides for 2 people, don't panic. Just give us a call or send us an email and we'll get this fixed for you.

11. **Where should we go to check-in for the RailBikes?**
The Sherwood House at 30401 Sherwood Rd, Fort Bragg, CA 95437. The person who made the reservation should check in with their valid photo identification in order for us to release the boarding passes.
12. **Where do we park our car?**
There is ample parking at the Sherwood House location.
13. **Do I need to print my confirmation email or my contactless waivers?**
No, thank you.
14. **Do we need to fill out our waivers online?**
Our preference is that you fill these out digitally. If you have multiple people traveling in your party you can forward the link in your confirmation email to them.
15. **Can we fill out our waivers on the spot?**
You can, though because of COVID-19 we're trying to minimize touching things so our preference is that you do this ahead of time. Filling these out ahead of time also expedites your check-in greatly.
16. **Can pets ride the rail bikes?**
There are no pets allowed on this trip.
17. **What if it rains?**
You're going to get a bit soggy. But we invite you to unleash your inner child and splash in a puddle or two. Our RailBikes run rain or shine. If the storm is severe, we will cancel the run for safety reasons and issue you a refund. We promise you won't melt in the rain, but if you'd prefer to not get wet then simple call us by 2pm the day before, then we can issue you a gift certificate (that never expires).
18. **Can we cancel our reservation?**
Yes. We understand that things happen. Reservations cancelled with a minimum of 72 hours or more will receive a full refund or a gift certificate (that never expires), your choice. Reservations inside the 72 hours can rebook to a future day / time or take a gift certificate.
19. **What type of clothing should I wear?**
We recommend comfortable layers. The climate on the coast is cooler and depending on when you're riding depends on how warm or cold it will be. Layers should allow you to be comfortable throughout the ride.
20. **What type of shoes should I wear?**
Closed toed shoes only.
21. **Can I bring a drone?**
You may not.

Cancellations

1. A picture ID must be presented at check-in matching the guest information.
2. We understand that things happen. Reservations cancelled with a minimum of 72 hours or more will receive a full refund or a gift certificate (that never expires), your choice. Reservations inside the 72 hours can rebook to a future day / time or take a gift certificate.
3. Trains and Rail bikes run rain or shine. Always dress appropriately. For Railbike riders you will get wet if it rains, unleash your inner child, it's fun!