

Bike Transport Service

Service: SEINO TRANSPORTATION Kangaroo Bicycle Event Transportation Service

Event : IRONMAN Japan South Hokkaido 2024

- **Delivery and collection points**

A special booth will be set up at the event venue for delivery in advance and for dispatch the day after the event. If you order a return trip, you can pick up your bike at the special booth and keep the empty wheeled bin until after the finish. One-way orders will not be accepted.

The reception hours of the dedicated booth for bicycle delivery and dispatch at the event venue are as follows.

Bicycle Delivery

Delivery location: Near Transition Area 1 (near Kamiiso Fishing Port, Hokuto City)

Delivery time: 13 Sep (Fri) 10:00-16:00

*Delivery cannot be made on Saturday 14 and Sunday 15 September.

Bicycle Shipping.

Parking lot at the north exit of JR Kikonai Station (5-minute walk from Transition Area 2).

Shipping hours: Monday 16 September, 8:00-13:00.

- **How to apply**

Applications must be made using the "Optional Service" on the order page of the dedicated "Kangaroo Bicycle Event Delivery/Transportation Service" website.

URL : <http://www.cycle-seino.jp/>

Order acceptance period: 13 May (Mon) - 30 June (Sun), 2024

*Orders will be closed early, even during the above period, as soon as the number of units available for delivery has been exceeded.

*Online pre-payment by credit card only; cash payment is not accepted.

- **Size, weight and packing**

Bicycles that are packed in a box (square type) with sufficient cushioning material inside are eligible.

*If it is found at the time of collection that the bike is not packed adequately, or that it is not packed to the specified size, it will not be accepted for collection. In such cases, please note that the cancellation deadline has already passed at the time of pick-up, so a full refund, including return shipping, will not be made.

- **Wheeled cases**

Please make sure to prepare a 'box (square) type' cycling case for your bicycle.

Please note that we will not be able to accept any other types of bags or bags that are not of the box type at this event.

OSTRICH OS-500, SCICON AEROCOMFORT, etc. cannot be used as they are not of the box type.

The wheeled box is available for sale on the dedicated website.

- Compensation for damage

Kangaroo Bicycle Event Service/Transportation Service provides compensation up to 500,000 yen, but the following cases are not covered.

- Damage caused by faulty packaging or damage to the wheeled box itself (damage or loss of accessories such as handles and casters).
- Damage caused by faulty adjustment of any part of the bicycle (e.g. fine adjustment of bearings, handlebars, forks, etc.) and damage related to such adjustment (e.g. adjustment costs, malfunctions while riding, etc.).
- Damage to the bicycle that cannot be judged to have been caused during transportation, such as damage to the exterior of the wheelie bin, or abrasion, etc.
- Damages such as participation fees, travel expenses, accommodation expenses, or any other damages other than damage to the bicycle itself due to non-participation in the competition, even if caused by our negligence, due to the bicycle or the wheeled bin of this service being delayed or damaged, etc.

- Inquiry

If you have any questions, please contact us via the Inquiry page stated below:

<https://www.seino.co.jp/seino/service/domestic/cycling/contact/>