

FAQ - Frequently Asked Questions

- [Why choose Ecuador Freedom Bike Rental to rent a motorcycle?](#)
- [Why would I choose to ride on a tour with Ecuador Freedom Bike Rental?](#)
- [What time does your shop open and close? What days are you open?](#)
- [What sort of motorcycles do you rent and how much are they?](#)
- [What age do I need to be to rent a motorcycle?](#)
- [Do I need an International Driving License?](#)
- [What documents do I need to rent a motorcycle?](#)
- [I have a car drivers' license. Can I use it to rent a motorcycle?](#)
- [Is insurance included?](#)
- [Can I ride the motorcycle on unpaved roads?](#)
- [Do you charge per rental day or per 24 hours?](#)
- [Do I need to pay a deposit to guarantee my reservation? What is your cancellation policy?](#)
- [What is included with the motorcycle rental?](#)
- [Can I take the motorcycle outside of Ecuador?](#)
- [Can I carry a pillion / passenger?](#)
- [My friends and I want to rent several motorcycles. Do you do group bookings?](#)
- [Do you do guided motorcycle tours?](#)
- [What is included in the price of a guided motorcycle tour?](#)
- [Do your guided motorcycle tours have a support vehicle?](#)
- [Where do your guided motorcycle tours start and end?](#)
- [Are your guided motorcycle tours available for dates other than those listed on the site?](#)
- [I may have some friends that want to join me on a guided motorcycle tour? Can we get a discount?](#)
- [Do you do self-guided motorcycle tours?](#)
- [What is a self-guided motorcycle tour?](#)
- [What is included in the price of a self-guided motorcycle tour?](#)
- [How many miles per day does a self-guided motorcycle tour cover?](#)
- [Do your self-guided tours have a support vehicle?](#)
- [What happens if I don't make it to my hotel on a self-guided tour?](#)

- [How do I make a booking?](#)
- [How do I pay for my motorcycle rental?](#)
- [Do you rent clothing?](#)
- [What gear do I need?](#)
- [Do I need to bring a GPS? Do you have maps for my GPS?](#)
- [Can you help with the route planning?](#)
- [Do the motorcycles have luggage?](#)
- [How do I get from the airport to your location?](#)
- [Can you store my excess luggage?](#)
- [Do you have a mileage limit?](#)
- [What if the motorcycle breaks down?](#)

- [What weather should I expect in Ecuador?](#)
 - [Is Ecuador safe?](#)
 - [Are the police honest in Ecuador?](#)
 - [How much money should I bring with me?](#)
 - [How much does it cost to fly to Ecuador?](#)
 - [Will everything go as you describe in your tour pages?](#)
 - [What languages do you speak?](#)
-

Why choose Ecuador Freedom Bike Rental to rent a motorcycle?

It is really easy to answer this! Basically, we do everything to make sure you have a great experience with our motorcycles and that there are no surprises. *We are the first and longest running motorcycle rental and tour operator in Ecuador.*

Our customers have given us a vote of confidence and we have earned the coveted "Certificate of Excellence" from tripadvisor year after year.

We are the ONLY motorcycle rental operation in the country that is licensed and authorized by the Minister of Tourism. ☐

We are proud members of the Adventure Travel Trade Association which assures you that we follow a strict code of ethics and industry-standard procedures to ensure quality service and community involvement. Our business is completely based in Ecuador and we support the local economy and provide support through our [community outreach programs](#)

.

☐

We have the best selection of adventure-ready motorcycles in South America. Unlike other operators, we purchase only brand-new bikes which, combined with our pro-active maintenance schedules, assures you that you will have a trouble-free vacation on our bikes. We don't take chances with our fleet and only offer the highest quality adventure motorcycles from the highest quality manufacturers. Adventure motorcycles are motorcycles that are designed for all types of terrains and road conditions and are designed to go long distances without trouble. This is what you need in Ecuador. Other motorcycle rental companies advertise low rates but when you look deeper into what they charge, you will find all kinds of hidden charges for helmets, for mileage, for processing charges, for gloves, etc. These little charges can add up and can give you an unpleasant surprise when you go to pick up the bike or bring it back. We don't play that game! We have a simple pricing structure and every charge is explained clearly. We include a lot for your money. The motorcycles we provide are late model dual sport motorcycles that are specifically designed for the types of roads and riding conditions that you will find in Ecuador. Our maintenance crew includes a master mechanic who has worked for several years on our

brands of motorcycles and has tremendous experience in diagnosing and preventing even the most complicated mechanical and electrical failures. We exceed all of the manufacturers recommendations for service and maintenance intervals. We provide

[24-hour assistance](#)

so that within hours, should you have a problem on the road, we can get a replacement motorcycle to you wherever you are in the country. (Please note that this does not apply to flat tires or running out of gas - only mechanical problems if they ever occur which we aim to make as rare as humanly possible). We provide a generous set of spare inner tubes, brake and clutch handles, tire repair kits and tools with every rental. We are an Ecuadorian company operated by a French / American management team with years of experience in customer service and years of experience riding motorcycles throughout the world. We are bikers ourselves and we run this business passionately for bikers. We understand that our customers come first and that they are looking for quality and honesty as well as fun. We do everything we can to make sure all of our customers leave with a smile on their faces.

Why would I choose to ride on a tour with Ecuador Freedom Bike Rental?

There are a few very important reasons to ride on a tour with Ecuador Freedom Bike Rental.

- First and foremost, we are not like many tour companies that offer tours in countries all over the world - but are specialists in none. **We are specialists in Ecuador.** We know Ecuador and we live here. We don't ship bikes in from a foreign country and then bring in a foreign guide who is not familiar with local customs and roads and then try to show you around as best as he can. No! No! No! We know this country intimately and we love to share our knowledge and experience of riding here. We have contacts around the country that can help in an emergency and make things right. This means you will always get an "insiders view of the country."

Nobody has more experience than us in providing motorcycle tours of Ecuador than Ecuador Freedom Bike Rental. □ Nobody.

- When we say "all inclusive," we really mean it! A lot of other companies will say they offer "all inclusive" tours, but don't cover things like meals, gasoline and entrance fees. These little charges can add up and the tour costs a lot more than you thought it would. We include meals, gasoline, entrance fees, great first class single occupancy accommodations and more. We don't

think its right to tell you its "all-inclusive" and then have you pulling your wallet out left and right. The only thing you will have to pay for are for your personal items you want to purchase along the way (souvenirs, etc) and alcoholic drinks (we don't think it would be such a good idea to offer unlimited, free alcohol on a motorcycle tour!).

- All of our tours are run with a **guaranteed departure policy**. This means that when you sign up for one of our tours, you can go ahead and book your flight and save on airfare. We will not contact you 30 days prior to the trip to tell you it is cancelled because we did not sign enough people up for the tour, as most motorcycle tour operators can do. We don't think that is fair. We want you to be able to plan your trip and be sure you are going!

- Our goal is to get you immersed into the landscapes and into the cultures of Ecuador. We make many stops to visit our friends that we have around the country after so many years in business. We are a 100% Ecuadorian company run by a French / American management team that is [involved in the community](#) and to giving back.

- We are a small company and working hard to get established with a good reputation. We have won the "Certificate of Excellence" from [TripAdvisor.com](#) year after year. We want to generate business by word of mouth and this means we make sure that you are completely satisfied with your trip. This also means that your tour groups will be small, usually up to 5 or 6 other riders only. Any more riders than that just make it too complicated - when filling up with gas, checking into hotels, etc. No other tour company rates better with reviews than Ecuador Freedom Bike Rental.

- We provide accommodations that have been carefully chosen and provide single occupancy [ac comodations](#)

are

standard

- We know that after spending a great day of riding with your companions, you may not necessarily want to sleep with them! We provide you with your own hotel room so you can have some relaxing, personal down time. Most tour companies do not offer this, or if they do, they charge a hefty fee for it. We include this for FREE.

- We have great routes that have been tried and tested yet still take you off the beaten track. We know you are looking for great riding - and we know that taking the time to "smell the roses" is also what makes a motorcycle tour special. Our tours offer great riding but also adequate

rest breaks and fantastic opportunities during the days off from riding so that you can enjoy other activities, meet the people, learn about the cultures here and just relax and enjoy Ecuador!

- It may appear that our tours have short riding distances. Do not be fooled! In Ecuador, it takes about 2-3 times to ride the same distance as you would in other countries. The reason is, unlike other tour companies, we do not use the main highways. Since we know all the best backroads after so many years in business, we are going to take you on a carefully designed route. The route gives us time to stop and see things and meet people along the way and above all to ride SAFELY. Riding at night is what we avoid - which is why you will see us making sure our routes are carefully designed with the proper distances each day.

What time does your shop open and close? What days are you open?

-We are open seven days a week from 10 am to 6 pm, including holidays. The bikes must be picked up and returned during these times. Our shop is located in the safest and most modern part of the city and within just a few turns you are on the highways leading out of the city without having to ride in any significant traffic to leave the city. Getting out of Quito is a breeze from our shop location!

What sort of motorcycles do you rent and how much are they?

-We rent late model, professionally-maintained, high-quality, dual-purpose motorcycles that are well-suited to the riding conditions in Ecuador. For more information about the bikes and prices, please see our [motorcycle rentals page](#).

What time should I get to the airport before my flight?

Check-in and baggage claim for most airlines are open 24 hours before departure. We recommend arriving at the airport at least 90 minutes before departure for domestic flights and 120 minutes for international flights. If you have checked baggage, you will need to allow extra time for baggage check-in and security. For more information, visit our website at [www.flyusa.com](#). We also offer expedited security services for our guests. For more information, visit [www.flyusa.com/psd](#). We also have a dedicated TSA PreCheck lane for our guests. For more information, visit [www.flyusa.com/precheck](#). We also have a dedicated TSA PreCheck lane for our guests. For more information, visit [www.flyusa.com/precheck](#).