



# INTRODUCING PELOTON

Did you know: Your hotel now has \_\_\_\_\_ **Peloton Bikes** in the fitness centre.

Here's a Peloton 101 for guest FAQ:

- Each Bike has **dual-sided pedals** with SPD clips with toe cages. This means **you don't need cycling cleats to ride**—just athletic shoes. (If your Bike has Delta-compatible clip-in pedals, guests will need the appropriate cycling shoes to ride.)
- **Bikes are free** for all guests\* to use, no Peloton Membership required.
  - If a guest is already a Member, they can use their existing login to sign into the Bike and keep their streak alive.
  - Guests who are new to Peloton can create a profile to ride the Bike as a guest. The Bike's on-screen instructions will guide them on how to create a profile that can be used on any Bike in a commercial setting.
- If a guest needs help setting up the Bike for their first ride, direct them to search for "adjusting your Bike settings" on [support.onepeloton.com](https://support.onepeloton.com) for instructions and a video. (And feel free to help walk them through the process!)
- If a guest reports that a Bike is out of order, or if you have a service request or need replacement parts, email us at [commercialsupport@onepeloton.com](mailto:commercialsupport@onepeloton.com) or call (833) 821-0099.
- There are also \_\_\_\_\_ **guest rooms with in-room Bikes** (room type code(s): \_\_\_\_\_) if guests wish to upgrade to a Bike in the comfort of their room.

*\*Must be at least 18 years of age to use the Peloton Bike.*

