

How do we select motorcycle rental companies?

Our selection process for motorcycle rental companies consists of several steps:

1st Step.- SEARCH COMPANIES.- In this step we look for rental companies and analyse through their website, where they are and how easy it is to reach them, what conditions apply to rentals and other data that we consider important .



2nd Step.- CONTACT WITH THEM.- In this step we contact them, we explain our way of working and ask them if they want to collaborate with us, adjusting to our quality requirements. If their answer is yes, we send them a long questionnaire, in which we ask them questions about maintenance, damage management, roadside assistance, etc., to get an idea of how they work. This is the most complicated step, since many companies are excluded when seeing their answers, especially in relation to damage management, an aspect that we consider FUNDAMENTAL, and in which we do not allow any type of abuse, (such as saying that they must change a whole suitcase for a simple scratch).

3rd Step.- GO TO VISIT THEM.- Before starting to work with a company, we will always visit them to get to know each other personally and check with our own eyes all the aspects that interest us. No other intermediary bothers in this aspect because it would be impossible for them since they work with hundreds of companies. On the contrary, for us, who only work with a few companies, this is not a problem and we also take advantage of the trip to do some road prospecting.



4th Step.- INCLUDE THEIR MOTORCYCLES in our offer.

5th Step.- VALUE THE OPINION OF OUR CLIENTS.- Every time a client takes a tour or hires a rental with us, we send him an inquiry about his satisfaction, in which we ask him about aspects of the motorcycle, (general condition, tire condition, mileage of the motorcycle, attention by the company, assistance from this in case of problems during the trip, cost of repairing damages suffered by the motorcycle, etc.).



If, in any of these surveys, we see any type of abuse, or poor service, we ask the company for explanations, and if these are not satisfactory for us, we stop working with this company. On the other hand, if a valuation is especially low, below 3/10, we carefully analyse this case and also ask the company for explanations.

For all this, when we offer a client different model and price options, we are in a position to assess the different companies as follows:

If the average valuation is higher than 8/10 we value that company with ***

If the average rating is between 7 and 8/10, we rate that company with **

If the average rating is between 6 and 7/10, we rate that company with *

If the average rating is less than 6/10, we stop working with that company.

If we have less than 10 evaluations of the company, we do not give it any stars, regardless of the average evaluation it has, although we stop working with it if it does not reach a 6/10.

As you have seen, we pay great attention to taking care of the quality of the companies we offer because our objective is that the client will repeat with us and a bad experience in a city can dissuade them from making another trip. For this reason we prefer not to get involved in the rental of the motorcycle if we do not have a certain assurance that this will not turn against us. For this reason, you can find several tours in which we do not offer the motorcycle rental service. If you see a tour in which this case occurs, what happens is that the route is excellent, and that is why we recommend it, but unfortunately we are not sure that the behaviour of the rental company will reach our expectations and we prefer to stay on the sidelines when renting the motorcycle, leaving it to you to decide whether to do that tour now, (renting the motorcycle on your own), or wait for the future in which we will most likely have found a trustworthy company, since this is a sector in which new companies appear every year.

It may also happen that the motorcycles that we offer to make a tour are not motorcycles from a local company, (as we do not have any trusted company in that city), but from a company from a nearby city that can transfer them. In these cases we will pass on the budget including transport costs, but in these cases the number of motorcycles is totally decisive since it costs practically the same to send a van with a motorcycle as it does to send a van with a trailer that can carry up to 8 motorcycles.

For all the above, we recommend that you [ask us for a budget](#), (of course without obligation), and we will value all the possibilities to be able to offer you the best motorcycles at the best price.