



Bird Canada, a wholly Canadian owned and operated company, will be bringing a fleet of all new black and white e-Scooters in Leduc, St. Albert and Medicine Hat at the beginning of may 2022. Bird Canada has also chosen Calgary as their Canadian operational headquarters.

## How To Contact Bird Canada?

Bird Canada maintains a 24-hour customer service phone number and email address for members of the public to report concerns or complaints or ask questions about the e-scooters:

- For payment questions or refunds:
  - [hello@birdcanada.co](mailto:hello@birdcanada.co)
  - 1-866-205-2442
- For any general questions:
  - [311\\_leduc@birdcanada.co](mailto:311_leduc@birdcanada.co)
  - [311\\_stalbert@birdcanada.co](mailto:311_stalbert@birdcanada.co)
  - [311\\_medicinehat@birdcanada.co](mailto:311_medicinehat@birdcanada.co)
- Follow us on social:
  - Twitter: [@birdridecanada](https://twitter.com/birdridecanada)
  - Instagram: [@birdcanada](https://www.instagram.com/birdcanada)
  - LinkedIn: [@birdcanada](https://www.linkedin.com/company/birdcanada)
- Visit our website at [birdcanada.ca](https://birdcanada.ca)

## What about COVID-19?

Bird Canada follows guidance from Alberta Health Services during the current global pandemic. It should be noted that while Bird Canada regularly disinfects e-scooters, they are not cleaned and disinfected between customers. Bird Canada recommends each rider use a pre-moistened disinfectant wipe before their ride. Bird Canada also recommends all riders wash their hands or use hand sanitizer before and after using the e-scooter, and to avoid touching their face during use.