

Bike Park Terms and Conditions

Please read these Terms and Conditions carefully they relate to your use of our Bike Park.

The Bike Park is run by Leicester City Council.

The address is Bike Park, Town Hall Square, Leicester LE1 9BG Phone 0116 299 1234
You can contact the City Council via bikepark@leicester.gov.uk and www.leicester.gov.uk
with questions or information to do with the Bike Park.

1. Using the Bike Park

- (a) When you enter the bike park please dismount at the front door and wheel your cycle down the ramp and park your cycle in the rack at the bottom of the ramp temporarily. You will be asked if you would like to have your cycle securely parked or if you require information on Cycling in Leicester.
- (b) If you would like to use the Bike Park then you will be asked to pay before you leave your cycle. Please see the current list of charges on display in the Bike Park. We reserve the right to make changes to the parking charges as we see fit. We can only accept cash payments in the Bike Park at present. If you would like to purchase a carnet (multi-use) or season ticket you will need a OneCard to put the ticket on. If you would like to use a debit / credit card to purchase a carnet (multi-use) or season ticket you can do this at the Visit Leicester shop on Gallowtree Gate / Horsefair St junction.
- (c) If you use the bike park on a regular basis it is suggested that you have a OneCard as this allows the staff to manage the bike parking. Staff at the Bike Park would be happy to let you have a OneCard FREE of charge if you ask them. You will need to let us have your name and contact information to register. OneCard holders can obtain discounted parking rates by purchasing carnet tickets (multi-use) and season tickets. These types of ticket are only available to customers with OneCards.
- (d) Staff will record your parking ticket number on the system and give you your OneCard back. If you do not have a OneCard they will give you a duplicate of your parking ticket to take away with you. Please look after your OneCard or the parking ticket and bring them with you when you would like to collect your cycle. Your cycle will then be parked in the secure parking area by a member of staff. The opening times are displayed inside and outside the Bike Park. Please make a note of the opening hours of the Bike Park so that you do not leave it too late to collect your cycle. The current opening hours are 8am -6.30pm Monday to Friday, 8.30am -6pm on Saturday and 10am – 4pm on Sunday.
- (e) Toilets, showers and coin operated lockers are available for Bike Park users. If you would like to make free use of these please let the Bike Park staff know.
- (f) When you return to collect your cycle you will be asked to swipe your OneCard on the card reader or hand over your duplicate parking ticket. A member of staff will then be able to find your cycle and will check to make sure there are no additional charges to pay before it can be returned to you. These charges may relate to your cycle being left

for longer than the time originally paid for. Please see the section on parking contraventions below.

2. Possessions and use of lockers

- (a) Wherever possible please take your possessions with you when you leave your cycle. If you do leave possessions on your cycle, you do so at your own risk.
- (b) You are permitted to make use of the coin operated lockers (£1 coin required). The coin is refunded when you return the key and empty the locker. We request that the lockers are only used when your cycle is in the Bike Park so request that people do not leave things in the lockers overnight. Lockers will be periodically emptied and items put into lost property. Any items not claimed within four weeks will be disposed of.
- (c) If you lose the key we will charge you £5 to replace it and we will need to make checks to be sure it is your property in the locker before opening it for you. We reserve the right to refuse to release any property in a locker for which a key cannot be produced, until we have made reasonable enquiries. Failure to produce your key will therefore delay your departure. Should you later locate the lost key please return it to the Bike Park where the staff will refund the fine you have paid.

3. Safety

- (a) Please supervise your children and pets who must be kept under your control at all times in the Bike Park.

4. Claims and complaints procedure

- (a) If your cycle sustains damage while parked in the Bike Park or if you lose your cycle or any of your possessions from your cycle while it is in the Bike Park, you should
 - (i) Immediately either inform a member of staff at the Bike Park or notify our Customer Services Centre on 0116 454 1000
 - (ii) In the case of theft, immediately inform the police;
 - (iii) Notify your insurers promptly.
- (b) If you consider that you have a claim against us you must write to our Customer Services Centre within seventy two (72) hours of discovery of the loss, damage or theft giving full details of occurrence. Before submitting a claim we ask that you satisfy yourself that the subject matter of your claim lies within the areas of our responsibility.
- (c) If you wish to make a claim or to register a complaint about the cycle storage service at the Bike Park please write to the Customer Feedback, Leicester City Council, FREEPOST (LE985/33) City Hall, 115 Charles Street, Leicester LE1 1FZ.

5. Tickets and OneCards

- (a) The numbered parking ticket issued to you is only valid for the cycle in respect of which it is issued.
- (b) Once you have paid for your parking you will not get a refund if you change your mind.
- (c) Neither a OneCard or a season ticket entitles you to any particular space in the Bike Park or to priority over other customers. There are only a limited number of spaces in the Bike Park and they will be filled on a first come basis. If upon entry to the Bike Park

you are informed that it is full then you should exit the Bike Park and find a parking space elsewhere. The Bike Park staff would be happy to sell you a suitable lock if you need one.

- (d) When you return to pick up your cycle you will need to show the correct parking ticket or your OneCard. If there is any excess parking charges to pay (eg. an overnight charge of £1 when you didn't pick your cycle up by the end of the previous day) you will need to pay those before the cycle is returned to you.
- (e) You should look after your parking ticket or OneCard to make it more difficult for someone else to remove your cycle without your consent.
- (f) We reserve the right to refuse to release any cycle for which a valid parking ticket or OneCard cannot be produced, until we have made reasonable enquiries. Failure to produce your parking ticket or OneCard will therefore delay your departure.
- (g) If you cannot produce your ticket or OneCard on departure you will incur an additional charge. If you have lost your OneCard a charge of £2 will be levied to cover the replacement cost. If you have lost your parking ticket a charge of £5 will be levied to cover the replacement cost and additional staff time involved in making checks to be sure it is your cycle before returning it to you.
- (h) Should you later locate your lost parking ticket or One Card you can return it to the Bike Park but no refund will be made for the additional charge or for any parking charges paid in respect of the lost ticket or OneCard.

6. Parking contraventions

- (a) It is important to the effective management of the Bike Park that your cycle does not remain in the Bike Park beyond the day that you have paid for within the normal opening hours of 8am-6.30pm Mon-Fri, 8.30am-6pm Sat and 10am – 4pm Sunday.
- (b) If you do not comply with these requirements in (a) then we will add an additional charge of £1 overnight and an extra £1 if it is not picked up during the first hour of opening the next day. An additional £1 fine will be incurred for each additional day and/or night that the cycle is stored. We make these charges because we will incur a loss as your actions will prevent the efficient management of the Bike Park.
- (c) Uncollected Bikes. If a bike is not collected within the agreed time (pre-paid by you) and remains uncollected for 14 days it shall be assumed that it has been abandoned. The bike will be stored for a further 14 days to enable collection to be made and storage costs will be charged. If no collect of the bike is made within the 14 days, the bike will be sold as scrap metal, used for parts or sold to cover costs.
- (d) If you incur an additional charge you will need to pay it before we return your cycle to you. Payment will need to be made by cash. Please ensure you collect your bike on time.
- (e) If you consider that we have wrongly issued an additional charge you may appeal, by writing to Customer Services at the address given above. We will then consider your appeal and notify you of our decision.
- (f) If the equipment in the Bike Park is damaged by you, your cycle or the passengers on the cycle then, except where the damage arises from our negligence, we will seek to recover the cost of that repair and associated administration costs from you.

7. Access, re-location of cycles

- (a) We reserve the right to refuse the admission of any cycle to the Bike Park for any reason whatsoever and may ask you to leave the Bike Park.
- (b) We reserve the right to move cycles within the Bike Park, by whatever method we consider appropriate to such extent as is reasonably necessary for the purposes of safety to persons or property to avoid obstruction or for the more efficient arrangement of our parking facilities.
- (c) We additionally reserve the right, where the Bike Park has to be closed either permanently or temporarily in whole or in part or has to be evacuated in cases of emergency, to remove any cycle at any time to any other reasonably convenient location within our control or otherwise as may be expedient.

8. General

- (a) Each of these terms and conditions shall be construed separately, applying and surviving even if for any reason other provisions are held inapplicable or unenforceable in any circumstances.

This document is subject to change. This version is dated 15/05/19

Town Hall

2019 Bike Park Charges

Charge Description	Rate	Comment
Day Rate Monday – Friday or Saturday	£1	Maximum stay 10.5hrs M-F, 9.5hrs Sat Or 6hrs Sun
Overnight Rate	£1	Max. stay 16 hours
5 day carnet OneCard Only	£4.50	Maximum stay 5 days
10 day carnet OneCard Only	£9.00	Maximum stay 10 days
20 day carnet OneCard Only	£18.00	Maximum stay 20 days
Weekly Rate OneCard Only	£4.50	Maximum stay 7 days
Monthly Rate OneCard Only	£18	Maximum stay 31 days
Annual Rate OneCard Only	£180 Not currently available	Maximum stay 360 days
Annual Business 10 years of cycle parking*	£1800	Maximum stay 3600 days or nights

* Number of smart cards can be tailored as required to cater for staff who only use the Bike Park occasionally. At the end of the year additional days or nights used will be re-charged at £1 each. This is to encourage businesses to buy the number of days they are likely to use in advance as it will be cheaper for them.

Fines at the Bike Park

Loss of cycle parking ticket (fine for staff time required in making sure that you left a cycle and which cycle it was)	£5
Loss of Key (fine for staff time required in making sure that you genuinely had a locker key and replacing the key)	£5
Loss of One Card (fine for staff time checking your identity and replacement of one card)	£2