

Nottingham Cycle Parks Cards / Hubs

General terms and conditions

Date March 2020

Cycle Parks Cards are available to person's ages 16 years of age and above, one card per person.

In order to join the Cycle Parks Cycle Parks Card scheme all applicants must complete an application form (either online or at Russels Bike Shed), providing their name, address, email, and telephone number, along with Photo ID and recent proof of address.

The Cycle Parks Card is the property of Nottingham City Council. Only one Cycle Parks Card will be issued per person.

Cycle Parks Cards are not valid if altered, mutilated or defaced in any way and may be withdrawn or requested to be replaced.

The named cardholder may only use their Cycle Parks Card. Failure to comply with this condition may result in the withdrawal of your Cycle Parks card.

The City Council reserves the right to withdraw a Cycle Parks Card and its advantages from Cycle Parks Card holders who abuse other users, staff or the facility.

Misuse of the service including improper use of the "Emergency Release" button will lead to permanent exclusion from the Cycle Parks Card service.

The City Council reserves the right to withdraw a Cycle Parks Card and its advantages from a Cycle Parks Card holder who makes a false application.

By signing up for a Nottingham Cycle Parks Card, the cardholder agrees to be contacted in the future about related information, for example consultations and questionnaires.

Cycle Parks Cards Registration

When a customer requests a Cycle Parks Card, a one off payment will be made. This charge is currently £5.00 and is non-refundable. To help prevent fraud replacement cards will be posted to the cardholder's home address within 5 working days up to the 31 March 2020.

Lost or stolen Cycle Parks Cards

If your Cycle Parks Card is lost or stolen you must report it to us as soon as possible, you can do this by calling 0115 876 1350. We will then cancel your card, a charge of £5 will be made to replace it.

Cycle Parks Card holders must notify the Cycle Parks Contact Office, 0115 876 1350 if there is a change of address

Cycles are left in the cycle parks at the users own risk. Nottingham City Council is not responsible for any damage or theft to your property.

Nottingham City Council will cooperate with the police on matters related to damage/theft providing CCTV footage on request from the police as part of an investigation. CCTV cannot be shared with users

Parking Hub code of conduct

- Users will ensure that the door shuts behind them once they leave the cycle park
- Users will not leave cycles in the hubs for extended periods of time (over one month) or they will be removed. If a bike is left longer, it will be considered abandoned. See abandoned bike policy
- Users will ensure they leave the hubs clean and tidy. Do not leave locks attached to stands. These will be removed. The Council will install lock rails in each hub where possible.
- No delivery bike boxes to be left in the hub e.g. Deliveroo/Uber eats/just eats
- The council will inspect hubs regularly, to ensure that they are clean and tidy and in working order
- Users will report any damage/issues to the council on cycle@nottinghamcity.gov.uk
- Users will report any suspicious behaviour to the police non-emergency number 101 or 999 if you think someone is stealing a bike
- Facilities may be withdrawn from time to time for repairs and refurbishment. Where possible 2 weeks' notice of any disruption to the regular operation will be advertised.