**Nottingham Cycle Parks Card and Nottingham Cycle Parks Hub**

**General terms and conditions** **Date** **July 2020**

Nottingham Cycle Parks cards are available to person’s 16 years of age and above.

In order to join the Nottingham Cycle Parks card scheme all applicants must complete an application form. Please upload a copy of your Photo ID and proof of residence. You cannot use one form of identification for both photo ID and address. For example, if you provide your driving licence as proof of ID you must provide another form of identification for your address, such as a utility bill. Failure to do this will cause a delay in receiving your Cycle Parks access card.

The Nottingham Cycle Parks card is the property of Nottingham City Council. The City Council will issue one Nottingham Cycle Parks card per person only.

Nottingham Cycle Parks cards are not valid if altered, mutilated or defaced in any way and may be withdrawn or requested to be replaced.

Only the named cardholder may use the Nottingham Cycle Parks card. Failure to comply with this condition may result in the withdrawal of your Nottingham Cycle Parks card.

The City Council reserves the right to withdraw a Nottingham Cycle Parks card and its advantages from Nottingham Cycle Parks cardholders 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 form the Nottingham Cycle Parks card service.

The Council reserves the right to withdraw a Nottingham Cycle Parks card and its advantages from a Nottingham Cycle Parks cardholder who makes a false application.

**Lost or stolen Nottingham Cycle Parks cards**

If your Nottingham Cycle Parks card is lost or stolen you must report it to us as soon as possible by calling 0115 876 1350, or online, we will then cancel your card. The Council will make a charge for the replacement of a card if lost or stolen. The charge is currently £6.00. After notification, we aim to send out a replacement card within 10 working days.

Nottingham Cycle Parks cardholders must notify the Nottingham Cycle Parks office on 0115 876 1350 if there is a change of home address or contact details.

Cycles are left in the cycle parks at the user’s 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.

**Nottingham Cycle Parks cards registration**

A charge of £7.50 will be made to register each user; this will also give the cardholder one year’s membership. There will be a reduced payment of £5.25 if you pay via direct debit using Go Cardless.

The above charges will be increased annually, linked to the Consumer Prices Index.

To help prevent fraud, cards will be posted to the cardholder’s home address. We aim to do this within 10 working days but on occasions this may take longer.

Card expiry dates will be included on information letters sent via post. If using direct debit, an annual notification that payment will be made will be emailed to you via by Go Cardless.

Facilities may be withdrawn from time to time for repairs and refurbishment. Where possible two weeks’ notice of any disruption to the regular operation will be advertised.

**Cycle Park 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 prolonged periods (over one month) or they will be removed. If a bike is left longer, it shall be considered abandoned. See abandoned bike policy - <https://www.transportnottingham.com/wp-content/uploads/2020/06/Cycle-Parks-TCs.pdf>
* 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 Eat.
* 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.