**Nottingham Cycle Parks**

**User Terms and Conditions** **June 2023**

**Purpose**

Nottingham Cycle Parks (NCP) is a network of secure cycle parking facilities across Nottingham and in several locations within Nottinghamshire which aims to offer users a convenient and secure cycle parking for all users. The network is owned and operated by Nottingham City Council, with support from Broxtowe Borough Council, Gedling Borough Council and Rushcliffe Borough Council for the parks at Beeston, Arnold and West Bridgford respectively.

**Usage**

NCP are strictly for **short-term** parking and **must not** be used for long-term storage. Cycle Parks are for short-term use to ensure the accessibility and availability of spaces in for as many users as possible. Regular audits of the cycle parks are carried out to assess the condition and cleanliness of the facilities and check they are being used correctly.

Cycles parked in the facilities which are determined by staff to be either abandoned or as long-term stored on a long-term basis will be tagged. If tags are not removed within 2-weeks the cycle will be considered abandoned and the cycle may be removed. By registering for NCP users accept our [Abandoned Bicycle Policy](https://www.transportnottingham.com/wp-content/uploads/2020/03/abandoned-bicycles-policy.pdf).

NCP are not for the storage of delivery bikes (e.g Deliveroo, Uber Eats etc.) or for storing delivery bags / boxes. Any delivery bikes left in NCP will be tagged to warn users they are not complying with the terms and conditions of use. In the event of repeated offences the delivery cycle may be removed. Any delivery bags or boxes left in an NCP will be removed and disposed of.

NCP are not to be used to store e-scooters as it is currently illegal to ride these vehicles on public land outside of Government-approved schemes such as the one operated by Superpedestrian in Nottingham. Any e-scooters left in an NCP will be removed and disposed of.

**Registration**

Nottingham Cycle Parks are available to all UK residents 16 years of age and above. In order to join the scheme all applicants must:

* Complete an application form.
* Provide Photo ID.
* Provide 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.

To help prevent fraud, NCP cards will be posted to the cardholder’s home address. We aim to do this within 5 working days, but on occasion this may take longer.

Please note:

* All NCP cards remain the property of Nottingham City Council.
* Only one NCP card will be issued per person.
* NCP cards are invalid if altered, mutilated or defaced in any way and may be withdrawn or a request made for a user to apply for a replacement.
* Only the named cardholder may use the NCP card. Failure to comply with this condition may result in the withdrawal of your NCP card.
* Nottingham City Council reserves the right to withdraw a NCP card and its advantages from NCP 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 NCP card service.
* Nottingham City Council reserves the right to withdraw a NCP card and its advantages from any NCP cardholder who is found to have made a false application.

**User charges**

User charges for 2023/4 are as follows:

* Direct Debit Payment (via GoCardless): £9.75 for one year’s membership. NB. From 1st April 2023, Direct Debit is not an option for new customers.
* One Time Only Payment: £12.00 for one year’s membership

NCP charges will be reviewed on an annual basis and users will be given advanced notice of any changes.

**Card renewal**

The renewal date for NCP cards will be included on the letter sent out alongside the NCP card. Unless otherwise stated, the renewal date of each card will be the same every year. If using Direct Debit, an annual notification that payment will be made will be emailed to you via by GoCardless. One Time Only Payment customers from 1st April 2023 onwards will receive an automated email prompting renewal. It is the responsibility of One Time Only Payment before 1st April 2023 to renew their cards as reminders will not be issued.

**Amending personal details**

NCP cardholders must notify the NCP team if their home address or contact details change by phone or email:

* Phone: 0115 876 1350 (Monday-Friday 9am-5pm only)
* Email: nottinghamcycleparks@nottinghamcity.gov.uk

**Lost or stolen cards**

If your Nottingham Cycle Parks card is lost or stolen, you must report it to us as soon as possible by phone or email:

* Phone: 0115 876 1350 (Monday-Friday 9am-5pm only)
* Email: nottinghamcycleparks@nottinghamcity.gov.uk

We will cancel your existing card so it cannot be used by anyone to gain entry to a cycle park.

There is a charged for a replacement card, currently £10.00. You can get a replacement card by visiting the Nottingham Tourism Centre on Smithy Row or by completing the replacement card form on the [Park You Bike webpage](http://www.transportnottingham.com/cycling/park-your-bike). We aim to send out a replacement card within 5-working days.

**Facilities**

Access to cycle parks may be withdrawn from time to time to allow repairs and refurbishment to take place. Where possible users will receive two weeks’ notice of any disruption caused by planned works.

We encourage users to report any damage or issues with any cycle parks to the NCP team by phone or email:

* Phone: 0115 876 1350
* Email: nottinghamcycleparks@nottinghamcity.gov.uk

Nottingham Cycle Parks may be closed due to factors including: anti-social behaviour or misuse of Nottingham Cycle Parks, lack of usage of Nottingham Cycle Parks; removal of funding for Nottingham Cycle Parks. Should any Nottingham Cycle Parks be closed, users will be notified at least 4-weeks’ in advance of closures.

**Damage/Theft**

Cycles left in any cycle park are entirely at the user’s own risk. Nottingham City Council is not responsible for any damage or theft to any property.

CCTV is in operation at all our hubs. Images may be used to assist with the prosecution of offenders. For further information on how data is used please read Nottingham City Council’s Privacy Statement which is available [here](http://www.nottinghamcity.gov.uk/privacystatement).

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.

Users are encouraged to report any suspicious behaviour to the police via the non-emergency number 101 or by 999 in the event someone is causing damage to the facility or attempting to steal a bike.

**Customer Service**

Nottingham City Council will inspect hubs regularly, to ensure that they are clean, tidy and in good working order.

Nottingham City Council will respond to existing user enquiries sent via email or telephone within 5-working days.