

## Waltham Forest Cycle Hubs - Membership information and Terms and Conditions

### General membership information

- Cycle hub membership is for a 12 month period, and the annual membership fee is £25.00. You will receive a **Cycle Hub fob which will give access to all of the Council Cycle Hubs** in Waltham Forest.
- **Membership is renewed annually**, and does not renew automatically. A reminder email will be sent to you one month before your membership expires with details on how to renew it. Your access fob will be deactivated the month following membership expiry.
- If your fob stops working then please call **020 8496 4431** as soon as possible to receive instructions on how to return it. Fobs that have stopped working be replaced free of charge.
- If your fob is lost or stolen, this must be reported by calling 020 8496 4431 as soon as possible. The fee for a replacement fob is £10 and will be sent out as soon as the confirmation of payment is received.
- Members are recommended to remove all your possessions from parked cycles or cargo bikes when they are left at a Cycle Hub and locked with quality locks and lock front and rear wheels, and bike frame to rack provided.
- Members are reminded that CCTV monitoring and the gathering of Cycle Hub facility usage is recorded for security on 24 hour 365 days a year basis. This will include times and dates when individual members gain access by the unique access fobs registered to them.
- Help Points are provided in all Cycle Hubs to provide assistance to members. Pressing **the red button will provide direct contact with a member of the Council's CCTV security team.**

### Cycle Hubs - Terms and Conditions

Please read the Terms and Conditions carefully as this relates to your use of the hubs and by accepting the Council's terms and conditions, you are entering into the legally binding contract of membership.

1	Cycle hub membership is for a 12 month period. The membership fee is £25.00 and is non-refundable.
2	Members must update the Council if there is any change to their registered address and email contact details by calling or emailing as soon as possible.
3	If a member's fob is lost or stolen, this must be reported by calling 020 8496 4431 as soon as possible. The fee for a replacement fob is £10 and will be sent out as soon as payment is processed.
4	Members are not permitted to lend their fob, or provide access to the hub for non-members. Holding the door open for other people, or allowing other people to follow you through the door is a breach of this condition.
5	Members are not permitted to loiter in Cycle Hubs for any longer than is necessary to store or remove a cycle.
6	Members shall act and behave in a respectful manor while using the hub, including but not limited to: <ul style="list-style-type: none"> <li>- respecting the peace, good order, and safety of operations for other members</li> <li>- behaving in a way to not cause or suffer any nuisance, harassment or annoyance to any other registered user member or Council officer</li> </ul>

7	Littering inside the hub is not permitted.
8	CCTV will be in operation at all times. This surveillance will take place with due observation of the provisions of the <i>Data Protection Act 1998</i> .
9	Any possessions that are left in hub are done so at the members own risk. The Council will not be liable for any loss or damage to property arising from the use of Cycle Hub facilities.
10	<p>Cycle Hubs are not for use as long term storage, and shall only be used for cycle and cargo bike commuter storage on a short term / daily use basis. <b>Items of property, cycles or cargo bikes left longer than 14 days will be removed.</b></p> <p>Items of property or bikes left unsecured or secured within any Cycle Hub for period exceeding short term daily use will be treated as abandoned and will be removed and moved to the Councils store.</p> <p>The property owner is not entitled to any compensation for any damage caused to the removed property that may occur as a result of its removal.</p> <p>If the items removed are not reclaimed within 14 days of removal, then ownership will vest in the Council and the removed items will be disposed.</p> <p>The Council will not be liable for loss or damage to property arising from its removal after exceeding the short term daily use period.</p>
11	Use of Cycle Hubs is on a first come first serve basis. Spaces are limited so no guarantee of availability can be made to members.
12	Cycles shall be secured using a quality lock, such as a D lock. For guidance and assistance of best practice locking techniques, please see signage inside the hubs – lock front and rear wheels, and bike frame to rack provided.
13	The Council will not be liable for any inability to use any Cycle Hub facility or access your cycles within for any reason.
14	The London Borough of Waltham Forest reserves the right to alter/amend at any the time Cycle Hub Terms and Conditions at its discretion.
15	The London Borough of Waltham Forest reserves the right to terminate individual member's access and/or membership at its discretion following misuse of facilities and/or these terms and conditions.
16	<i>Data Protection Act 1998</i> - Please note that your personal details supplied on this form will be held and/or computerised by Waltham Forest Council for the purposes of processing your membership. Some personal details will be disclosed to banks and other financial institutions, including insurers, in order to process the payment and/or claims and also with Police in case of theft or vandalism. Your personal details will be deleted from our system during the month after the date of expiry of your membership and will not be divulged to any other individuals or organisations for any other purposes.

**This document is subject to change. This version is dated November 2017.**