

Go Cycle - Bike Loan Scheme

How does the cycle loan scheme work?

Steps in brief:

1. Register for the scheme by filling out [the online form](#)
2. When a bike is ready we will email you an invitation to make an appointment
3. Your bike can be picked up from Guildhall II KT1 1EU
4. Please bring along ID, proof of address and £50 deposit
5. A week before your bike is due, we will email a reminder to make an appointment to return the bike.



Applying for a bicycle

About the scheme

The Royal Borough of Kingston (RBK) Bike Loan Scheme gives you the opportunity to experience for yourself the fun, the health benefits and the time and money savings that you can achieve if you cycle rather than travel by car or public transport.

It is **open to people over 18 years of age who live, work or study** in the London Borough of Kingston upon Thames. The **FREE loan** is for one month.

You will be provided with a quality bike and all the accessories you need, advice on cycling and cycle commuting, route planning, cycle security and how to cycle safely on the road.

Free cycle training sessions are also available from Kingston Council on a one-to-one basis.

How do I apply?

Simply fill out [the online form](#)

What happens next?

A member of our team will get in touch with you.



Cycle Training and Bike Maintenance

If you feel you are a confident cyclist, who is safe on the road you can simply just be loaned the bike.

However, if you are not so confident, we also offer cycle confidence sessions with one of our qualified cycle trainers on a date prior to collecting the bicycle.

To book a session online visit our [cycle training website](#).

It is completely optional and up to the individual if they would like training.

When you have booked sessions please let us know and we can work around loaning a bike to you.

We also run bicycle maintenance courses with cost £15. To book online visit our [bicycle maintenance course website](#).



Collecting the bike

On the bike handover day we will hand over the bike and equipment to you. We will let you know the location and timing well in advance so that you can make appropriate arrangements.

The handover takes around 20-30 minutes as we set up the bike for you and ensure you're familiar with its features. We also fit a helmet for you if you choose to take one and give you the equipment highlighted above.

As security against non-return of the bike, we will require you to bring some photo ID, proof of address and a refundable £50 deposit. We will keep this data on a secure encrypted computer system. Bikes cannot be handed over unless the above documents are provided.

A Loan Agreement Form (LAF) is completed which records details of the bike and equipment you have borrowed. Both parties retain a copy of the form.



Using the Bike

The bikes

A selection of hybrid ladies and gents specific bikes, in a range of sizes, as well as folding bicycles.

Equipment

Helmet, lights, lock and pannier rack (on some bikes)

Storing/locking the bikes

The bikes loaned are new and fairly expensive. Thus they are desirable for theft. We will provide you with quality gold secure lock to lock the bicycle up with and advise you on securely locking the bicycle. However these will not deter all thieves. We ask you to be sensible when in ownership of the bicycle. This included:

- Never leave the bicycle unlocked when away from it, even if you are just popping into a shop
- The bicycle should be stored inside overnight and not on public land
- Only use the lock provided and not a different one (you may use another lock **in addition** to the one provided).



Ongoing support

During the four week loan period support is available. If you feel there is something wrong with the bike please get in touch with us and we will arrange a replacement or repair the problem.

What can I do with my bike and where can I take it?

There is no limit on use. We want you to use it as much as possible and wherever possible to experience how cycling can fit into your lifestyle.

What happens if the bike is stolen or damaged?

If your bike is stolen, you need to contact the police immediately to obtain a crime reference number. You should then contact us as soon as possible with the details. If your bike is damaged you should contact us immediately to discuss the damage and whether the bike can or should still be used.

By signing the agreement form you agree to these conditions. If the bicycle is stolen and you are found to violate these conditions, you may be ordered to pay for the bicycle in full. We would hate for this to happen, so please take care and if you have any issues or queries please contact us. We may be able to provide a solution.



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Returning the Bike

Bikes and equipment will normally be collected one month to the day after the bike handover, unless you've chosen to buy it or made other arrangements with ourselves. Again the timing and location will be notified well in advance.

If your bike is not collected on the arranged collection day and you are due to bring it back you will be responsible for its return within three working days, at your own expense.

If those three days pass, and we have not had any communication, we will charge the full price of the bicycle to you on top of your deposit.

Can I extend the loan beyond four weeks?

In special circumstances this might be possible. The loan is for four weeks only and it is likely that other participants will be waiting to use your bike, so we cannot guarantee any extension.

Can I buy the bike?

Yes. There is an option to buy the bike. The price is dependent on a number of factors. Council discounts the bike by 15% of the purchase price. A 10% reduction on the remaining value is deducted for each loan the bike has had.



Purchasing the Bike

We are happy to sell the bicycle to you, and at a reduced cost. The bike can be paid in three instalments across three months to spread the cost.

If this is something you are interested in please contact us and we can provide a price breakdown of your bicycle and discuss it further.



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