

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 £30.00. You will receive a **Cycle Hub fob which will give you access to all of the currently operational Cycle Hubs** in Waltham Forest. A map of Cycle Hub locations is displayed within the Hub.
- **Membership is renewed annually**, and does not renew automatically. A reminder email will be sent to you two months and one month before your membership expires with details on how to renew it. Your membership account will be deleted one month after your expiry date if you choose not to renew your membership.
- If your fob stops working then please call **020 8496 4440** as soon as possible to receive instructions on how to return it. Fobs of active members that have stopped working will be replaced free of charge.
- If your fob is lost or stolen, this must be reported by calling **020 8496 4440** as soon as possible. The fee for a replacement fob is £10 and will be sent out as soon as confirmation of payment is received.
- From April 2019 you will be provided with a unique cable tie identifier to attach to your cycle if you are a current member, or as and when you purchase membership thereafter. This cable tie identifier should be attached to the frame of your cycle, ideally the seat post, and your unique reference number must be visible. You are able to trim any additional length of cable tie after attaching it as you see fit. Any cycles without a cable tie identifier or that appear to be abandoned may be removed from the Cycle Hub after seven days; a warning notice will be placed on the cycle and you will then have seven days to move the cycle from its current position and attach your cable tie identifier.
- 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 at any time.**

Cycle Hubs - Terms and Conditions

Please read the Terms and Conditions carefully as this relates to your use of the Cycle Hubs. By signing up for Cycle Hub membership you agreeing to abide by these Terms and Conditions.

1	Cycle Hub membership is for a 12 month period. The membership fee is £30.00 and is non-refundable. Each Cycle Hub member requires their own individual fob at a cost of £30.00 each.
2	Members must update Waltham Forest Council if there is any change to their registered address, email contact details or details of your cycle via your My Account profile: https://portal.walthamforest.gov.uk/service/Cycle_Hub_Membership
3	If a member's fob is lost or stolen, this must be reported by calling 020 8496 4440 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. Members are also not permitted to loiter in Cycle Hubs for any longer than is necessary to store or remove a cycle. Holding the door open for other people or allowing other people to follow you through the door is a breach of this condition.
5	From April 2019 you will be provided with a unique cable tie identifier to attach to your cycle if you are a current member, or as and when you purchase membership thereafter. This cable tie identifier should be attached to the frame of your cycle, ideally the seat post, and your unique reference number must be visible. You are able to trim any additional length of cable tie after attaching it as you see fit. Any cycles without a cable tie identifier or that appear to be abandoned may be removed from the Cycle Hub after seven days; a warning notice will be placed on the cycle and you will then have seven days to move the cycle from its current position and attach your cable tie identifier. If a cable tie identifier is

	not attached to the cycle or it is not moved within these seven days, it will be removed by the Council and retained for three months. If the cycle is not reclaimed within three months of its removal from the Cycle Hub by contacting the Cycle Hub Team, it will be donated to a local charity.
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"> - respecting the peace, good order, and safety of operations for other members. - behaving in a way to not cause or suffer any nuisance, harassment or annoyance to any other registered user member or Council Officer.
7	Littering inside the Cycle Hub is not permitted.
8	CCTV is in operation at all times. This surveillance will take place with due observation of the provisions of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.
9	Any possessions that are left in a Cycle Hub are done so at the member's own risk. Waltham Forest 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 cycle commuter storage on a short term / daily use basis. Cycles, cargo cycles or items of property left for longer than seven days will be considered abandoned and removed from the hub to a storage location. A warning notice will be attached to the cycle after seven days after which Cycle Hub users will have seven days to move the cycle from its current position.</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 (by logging this on your My Account profile: https://portal.walthamforest.gov.uk/service/Cycle_Hub_Membership) within three months of removal, then ownership will vest in Waltham Forest Council and the removed items will be disposed of. Waltham Forest 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	Cycles should be secured using a quality lock, such as a D lock. For guidance and assistance on best practice locking techniques, please see signage inside the hubs – lock front and rear wheels, and cycle frame to rack provided.
12	Waltham Forest Council reserves the right to alter/amend at any time the Cycle Hub Terms and Conditions.
13	If necessary, members will be contacted by Waltham Forest Council to advise of any planned changes or improvements to the Cycle Hub service.
14	Use of Cycle Hubs is on a first come, first served basis. Spaces are limited so no guarantee of availability can be made to members.
15	Waltham Forest Council 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	Waltham Forest Council will not be liable for any inability to use any Cycle Hub facility or access to your cycles within for any reason.
17	<i>Data Protection Act 2018</i> - Please note that your personal details supplied on the application 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 the Metropolitan 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 December 2019.