

Better Bankside (BB) Secure Cycle Park: Terms and Conditions of Use

The Better Bankside (BB) Secure Cycle Park is located in an old railway arch on Ewer St. The secure access control requires a smart phone app to access the space (alternatives available), the security system includes CCTV coverage.

1. *What is expected of a user of the Better Bankside Secure Cycle Park (BBSCP):*

Unauthorised users

- 1.1 Security is the responsibility of all users, please prevent tailgating. Don't hold the door open for anyone. Always be aware of anyone following you through the door. Politely greet them and ask them to use their credentials on the card reader. Bring attention to any individual you see trying to slip through security measures, report any suspicious individuals to Better Bankside (020 7928 3998).
- 1.2 Only the registered user should access the BBSCP, access should not be shared. Users are not allowed to let others in to use the BBSCP.

Lock(s)

- 1.3 At least one lock must be used to secure bicycles to the cycle stands in the BBSCP. We strongly advise against using cable locks in London.
- 1.4 If accessories, shoes and other personal items are left in the BBSCP they are left at users' own risk and they must be attached or secured to the users' bicycle. User's personal items must not be stored in the BBSCP when the user's bicycle is not in-situ with the exception of locks – see 1.5.
- 1.5 When exiting the BBSCP lock(s) may be left, at your own risk, at the designated place. User will not leave their lock(s) affixed to a Sheffield stand. This type of vacant lock can act as an unintentional obstruction to other Cycle Park users attempting to park their bike. If left vacant for longer than 30 days, Better Bankside reserves the right to remove the lock(s) without compensating the owner.

Access and Etiquette

- 1.6 Access to the BBSCP is 24 hours, but BB reserves the right to change access hours.
- 1.7 The user may not use the Cycle Park for parking motorbikes or any vehicle other than a bicycle or an e-bicycle.
- 1.8 The user will not leave their bike parked for a continuous period of seven days without removal.
- 1.9 The user will only store one bike within the Cycle Park at any given time.
- 1.10 The user will not park the bicycle in a manner which would obstruct the flow of people into and out of the arch.

Use of the App

- 1.11 Issuing an invitation to use the Paxton Key app requires the user to submit their contact details, bike details, and demonstrate proof of employment at a Better Bankside member business (e.g. work ID badge).
- 1.12 If the phone with the Paxton Key app installed is lost, please let Better Bankside know ASAP, so access from the lost phone can be restricted. Contact the Better Bankside to acquire replacement Paxton Key credentials.
- 1.13 Access credentials can be revoked for not complying with these terms and conditions.

Alternative Key Fob Access

- 1.14 If a user is unable to use the smart phone app a key fob can be made available. There is a £20 deposit required for the key fob, which is returnable upon return of the card. The key fob is only valid for the user to which it is issued. Users providing access to the Cycle Park for non-paying individuals risk having their membership revoked.
- 1.15 If Better Bankside requires the user to return their key fob, Better Bankside may issue the user with a notice to return it. This notice will be served to the contact details given by the user upon registration and must give the user at least one month in which to return the key fob. If the user fails to return the key fob by the end of the specified time period, Better Bankside will deem this key fob lost and reserves the right, at its discretion, to retain the user's deposit.
- 1.16 Access credentials can be revoked for not complying with these terms and conditions.

Liability of use

- 1.17 In agreeing to use the Cycle Park, the user takes full responsibility regarding potential damage to the user's bike and/or other property. Better Bankside is not responsible or liable for any damage to or lost property while in the Cycle Park.
- 1.18 Better Bankside is not responsible or liable should a bike and/or other property be lost or stolen while in the Cycle Park.

In the event of an emergency

- 1.19 In the event of an emergency (e.g. difficulty activating the automatic door, etc.), please contact any member of the Better Bankside team during office hours on 020 7928 3998.

2. What to expect from Better Bankside:

- 2.1. Better Bankside will issue the user with the following:
 - Access to the Paxton Access Control App

- 2.2. Better Bankside will ensure that the Cycle Park remains tidy and in good condition.
- 2.3. Better Bankside will monitor use of the Cycle Park regularly. The Cycle Park is a part of the Bankside Warden's security rounds.
- 2.4. Better Bankside will record and hold CCTV data for 30 days.
- 2.5. Better Bankside will not insure against damaged property within the Cycle Park. Better Bankside is not responsible nor liable for lost or stolen bikes within the Cycle Park.
- 2.6. Users will use the Cycle Park at their own risk and will not claim against Better Bankside should damage occur to their bike and/or other property. Users will not claim against Better Bankside should their bike and/or other property be stolen.
- 2.7. Better Bankside will ensure the service is not oversubscribed, thus ensuring that a parking space will be available to users.

The above Terms & Conditions are formally agreed to by:

Better Bankside Cycle Park User

SIGNATURE: _____ **NAME:** _____

ORGANISATION: _____ **DATE:** _____