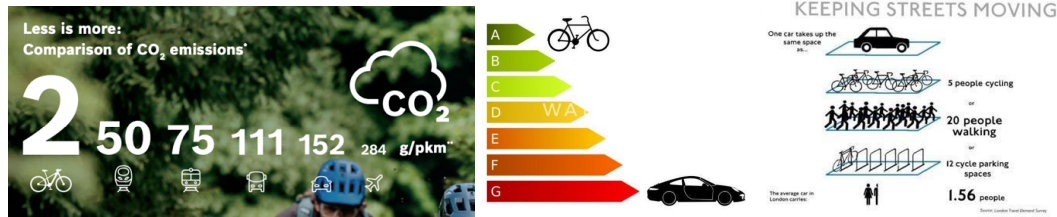


Stroud Community Ebike Volunteer Manual



Sections

1. Booking an e-bike

- Booking process - a walk through
- Using Lend Engine
- Check Outs and Check Ins

2. Riding an ebike

- Rules & regulations
- Setting up
- The electric assist – buttons and how to use
- Tips
- Locking & Loading
- Maintenance

3. Batteries

- Fitting and removing
- Charging
- Safety

4. User Terms and Conditions

- Reservation fee / donation
- Pick-up and return

1. Booking an e-bike

a. Booking process - a walk through

Anyone can book themselves one of the e-bikes on our [Lend Engine website](#) for 1 week as long as they pay a reservation fee / donation.

Users may not complete their booking until they have registered with Lend Engine. They can do this by clicking the [Register link](#) in the top right corner of our Lend Engine site. Lend Engine will hold all their personal information securely.

Once registered, members can reserve an e-bike themselves on the website and will be prompted to pay the reservation fee / donation as part of their booking. This fee is charged to their account as soon as they reserve. Payment is made using Stripe.

If someone wants something different - like just a few days or up to 2 weeks they will need to email your group directly and ask you to set this up for them on their behalf. Find out how to do this in the **Using Lend Engine** section.

When an enquiry or reservation comes in it is up to your group to decide on availability for pick-up and drop off, as well as the reservation cost for anything outside the standard 1 week offer. As a guide, our standard donation / reservation fee is £10 / day, £50 / week or £80 / fortnight.

Once reserved, Lend Engine will automatically send out a confirmation email, including links to the Stroud Community Ebike User Manual and any other necessary details like our terms and conditions. Lend Engine will also manage pick-up reminders for you.

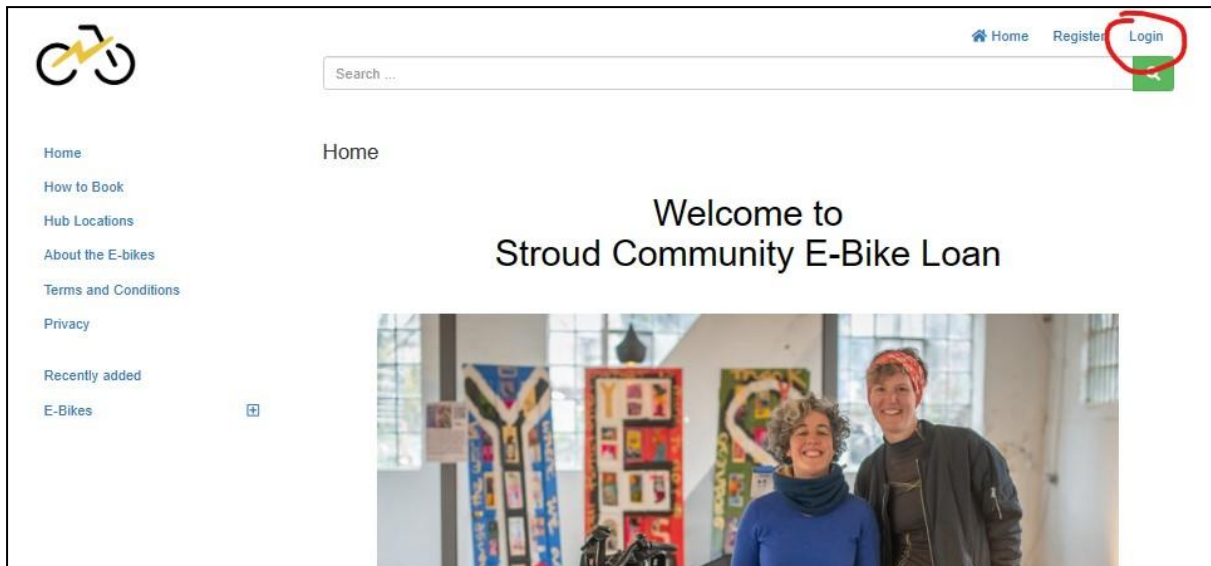
b. Using Lend Engine

The full guide to Lend Engine is in the Volunteer section of our [Booking site](#). But here are the basic things it is useful for you to know how to do.

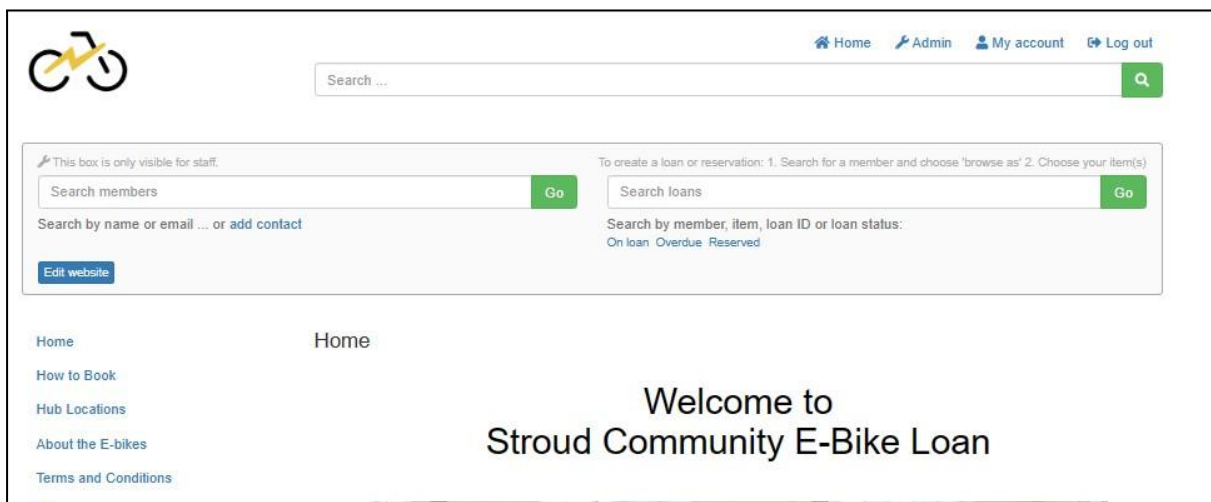
Reserving an e-bike for someone else

As an administrator, you can reserve an e-bike on someone else's behalf. This is useful if someone wants an e-bike for either more or less than 1 week as they can't do this themselves. Unlike normal members, you are able to book for any number of days and set the reservation fee for each reservation you make.

1. Login in the top right of the [website](#). If you don't know or have lost your password you can request a reset.



2. After you log in you should see an admin panel at the top of the page:



3. Search for the member you need to make a booking for in the left hand box. If they are not already a member, you can ask them to register themselves and try again, or ask them to send over their contact details and add a new contact yourself.
4. Once they are in there, it will bring up their record and you can choose to browse / borrow as them by clicking the green button under their name.

Member search

[Add a new member](#)

Jess Farr (admin)

admin@transitionstroud.org

[Browse / borrow as Jess Farr \(admin\)](#) [Edit contact](#)

Regular member until March 11, 2025

[View loans / reservations](#)

Jess Farr (volunteer)

networksupport@transitionstroud.org

[Browse / borrow as Jess Farr \(volunteer\)](#) [Edit contact](#)

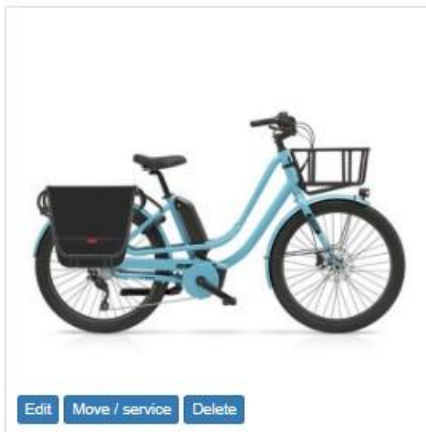
Regular member until March 11, 2025

[View loans / reservations](#)

5. Reserve the e-bike they want on the front end of the website.

Benno eJoy

 2 similar items. [See all.](#)



[Edit](#) [Move / service](#) [Delete](#)

Contains:

Comes with all accessories, including front basket, panniers, safety equipment and a child seat (if needed).

Fee: £ 0.00 per day

[Available](#)

Location: Minchinhampton (Shed)
Condition: A - As new
Brand: Benno
Code: Minchinhampton
Serial: WNBD00074
Note: Benno eJoy

[Benno eJoy E-bike](#)

A flexible step through e-bike suitable for people from 5ft-6ft tall. Capable of carrying 2x more weight than the typical bike. More information can be found on the Benno website: <https://bennobikes.com/e-bikes/ejoy>

We will take a reservation fee / donation to the values below, which will be charged at reservation point. This will be returnable on safe check-in of the e-bike plus all accessories after the loan period. Once the e-bike is reserved, either online or by one of our admins, you can pay the reservation fee by logging into your account and paying the balance.

£10 / day
£50 / week
£80 / fortnight

Our project is reliant on donations to keep it going, so please consider donating to the project instead of asking for your deposit back.

[Borrow / reserve](#)

6. Select the pick-up and drop-off dates in the pop-up box.

£ 50.00 fee will be added per reservation.

From ... To ... £ 0

🕒 15 April 9:00 am
📍 Minchinhampton

Choose date

Or choose a site to select by the hour: beta

Click a date, time or site to change your booking.

Cancel

You can only select pickup and drop off dates that are available in that e-bike's calendar. It's best to ignore time options and just organise that directly with the member by email or over phone.

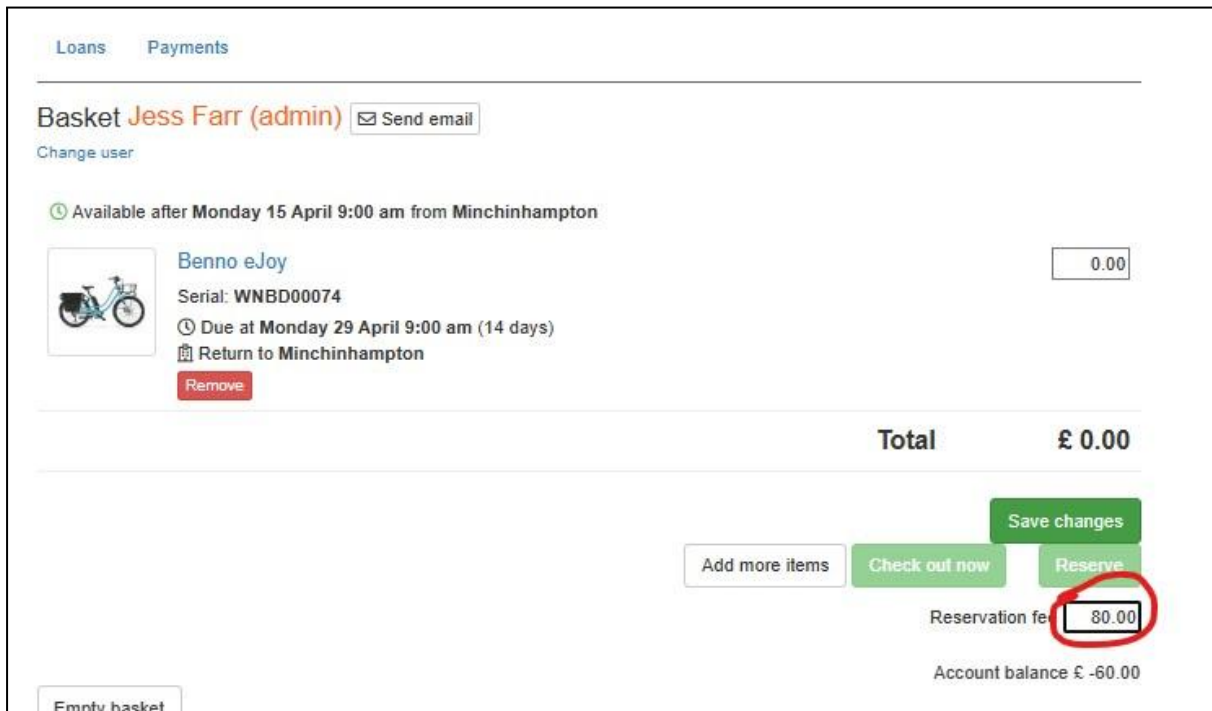
April 2024

today month week

31 Sun	1 Mon	2 Tue	3 Wed	4 Thu	5 Fri	6 Sat
31	1 9:00 am Minchinhampton 09:00 to 17:00	2	3	4	5	6
7	8 9:00 am Minchinhampton 09:00 to 17:00	9	10	11	12	13
14 Pickup	15 9:00 am Minchinhampton 09:00 to 17:00	16	17	18	19	20
21 9:00 am Minchinhampton 09:00 to 17:00	22	23	24	25	26	27
28 9:00 am Minchinhampton 09:00 to 17:00	29	30	1	2	3	4
5	6	7	8	9	10	11

8. **Before** saving changes, make sure you have the right reservation fee set in the bottom right hand box. This automatically sets to £50, so you will have to manually enter the agreed reservation fee, depending on number of days or weeks you are reserving for.

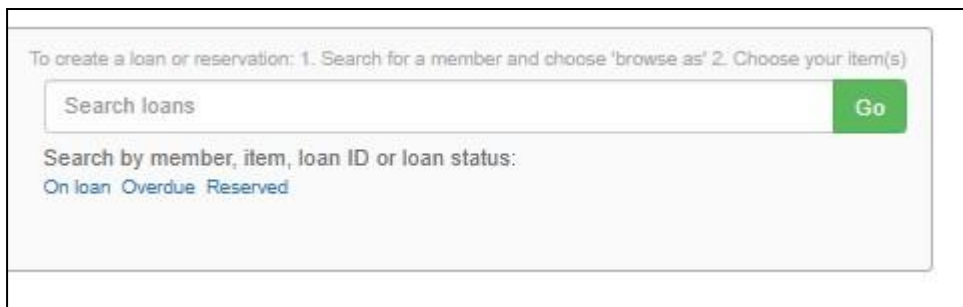
Once you have made the reservation, the member gets an automatic confirmation email. However, they must log in prior to the pick-up to pay the fee if you have reserved it this way so it might be worth sending an extra email to nudge them to do that.



The screenshot shows the 'Loans' tab in the admin interface. At the top, it says 'Basket Jess Farr (admin)' with a 'Send email' button. Below this is a 'Change user' link. A green clock icon indicates 'Available after Monday 15 April 9:00 am from Minchinhampton'. A bicycle icon is shown next to the item name 'Benno eJoy' with a serial number 'WNBD00074'. Below the item name, it says 'Due at Monday 29 April 9:00 am (14 days)' and 'Return to Minchinhampton'. A 'Remove' button is next to the item. On the right, there is a text box with '0.00'. Below the item details, the 'Total' is shown as '£ 0.00'. At the bottom right, there are buttons for 'Add more items', 'Check out now', 'Reserve', and 'Save changes'. The 'Reserve' button is highlighted. Below the 'Reserve' button, the 'Reservation fee' is shown as '80.00', which is circled in red. At the very bottom, the 'Account balance' is shown as '£ -60.00'.

Finding out what reservations have been made

1. Just head to the admin panel at the top of the site. You can click the reserved option and it will bring up a list of all e-bike reservations, their dates and locations. Checking this regularly will mean your group can plan ahead for pick-ups and drop-offs.



The screenshot shows a search interface with the text 'To create a loan or reservation; 1. Search for a member and choose 'browse as' 2. Choose your item(s)'. Below this is a search bar with the placeholder text 'Search loans' and a green 'Go' button. Below the search bar, it says 'Search by member, item, loan ID or loan status:' and 'On loan Overdue Reserved'.

Checking the e-bikes out and back in again

All the prompts for checking them out and in again are now on paper forms that will be held at your secure e-bike storage space. The only thing you will need to remember to do is to check the e-bike out and then back again in Lend Engine so others can see it's not available.

1. Pull up all Reserved items from the admin bar. And on the Action dropdown menu on the right choose to Open.

Show

50

▼

entries

Copy

CSV

Print

Search:

Contact, item or loan ID

ID	Status	Item	Code	From	To	Fee	
26	RESERVED	Benno eJoy Jess Farr (admin) : admin@transitionstroud.org	Minchinhampton	Mon, 15 Apr 2024 9:00 am Minchinhampton	Mon, 22 Apr 2024 9:00 am Minchinhampton	0.00	Action ▼ Open Delete PREVIOUS 1 NEXT

Showing 1 to 1 of 1 entries

2. This brings up the item. Just, click the green check out button in Lend Engine (or do once you're home).

Available after 15 April 9:00 am from Minchinhampton



Benno eJoy

Code: Minchinhampton

Serial: WNBD00074

⌚ Due at 22 April 9:00 am (7 days)

📍 Return to Minchinhampton

Choose a new return date

Refundable deposit £ 0.00

0.00

Remove

Add stock item Add loan item Add service item

Total	£ 0.00
Charged to account	£ 0.00
- balance on account	£ 10.00
Subtotal	£ 0.00
To pay	£ 0.00

Cancel reservation

Check out

You will see the item is now blue / on loan:

Items are now checked out.

Loans
Payments

Loan #27 Jess Farr



Benno eJoy

Code: **Minchinhampton**

Serial: **WNBD00074**

🕒 Due at 22 April 9:00 am (7 days)

📍 Return to Minchinhampton

£ 0.00

Total	£ 0.00
Charged to account	£ 0.00

4. When it comes to checking back in, you have the option to add late or damage fees before checking back in. If the user agrees at check-in that fees are owed feel free to do this using the Add a free option bottom right, but if there is any dispute or problem please contact admin@transitionstroud.org to sort it out and Check back in using the green button with a note attached outlining the issue.

Loans
Payments

Loan #27 Jess Farr



Benno eJoy

Code: **Minchinhampton**

Serial: **WNBD00074**

🕒 Due at 22 April 9:00 am (7 days)

📍 Return to Minchinhampton

£ 0.00

Total	£ 0.00
Charged to account	£ 0.00

Jess Farr, 11 Apr 2024 11:12 pm : loan 27

Reservation created by Jess Farr

Jess Farr, 11 Apr 2024 11:13 pm : loan 27

Benno eJoy

Loaned to Jess Farr

Add a fee

For damages, delays, additional time etc. Fees are charged to the member account immediately.

£

Reason

c. Check Outs and Check Ins

Signing out the e-bike

1. Check the reservation fee / donation has been paid. You can do this before going to the e-bike handover and send a reminder email / message if this hasn't been done for any reason
2. Check that the photo ID and address proof matches the details you expect
3. Ask the member to sign the User Agreement and keep the copy in the Hub
4. Make sure there are emergency contact details in the User Information Sheet and give to the member to keep.
5. Complete the E-Bike Loan Check-Out List for Volunteers

If the member needs a little more support or advice about safe riding or e-bike care you may need to help them with a test ride in a nearby safe location. Only do what you feel safe and confident to do.

Signing the e-bike back in

- When the e-bike and accessories are returned, follow the E-Bike Loan Check-In List for Volunteers. Please keep any paper records together in a file in the secure e-bike storage space.
- If the reservation fee / donation needs to be returned, or there is a late / missing item / damage fee to charge, please make a note in Lend Engine or contact John on hello@pedal-power.bike for help if needed.
- If the e-bike needs a service or has a fault, contact John who will book in with The Bike Drop for a service straight away and block out the e-bike in Lend Engine
- Check the inventory carefully and make sure all items have been returned before checking the e-bike back into Lend Engine. This will trigger a further thank you email from Lend Engine, and include a link for the user to complete a [feedback survey](#). This will be an online survey so we can easily manage and store feedback.

2. Riding an e bike

a. Rules & Regulations:

Under 15 not allowed (by law UK).

Electric bicycles are restricted by law in the UK to 15mph/25kph.

The speed restriction applies to the electric assist, so once you hit 15mph/25kph the assistance will stop. You may feel the bike become heavier on the pedals (harder to push down on the pedals).

You are allowed to go faster than the 15mph speed limit, under your own steam, so you may find yourself doing more non assisted pedalling than you expected on the flat or downhill.

Road rules

All parts of the Highway code apply to cyclists – if you are not a car driver or not familiar with them, it might be worth having a read. In particular there are a few clauses related specifically to cyclists which can help you stay safe:

Rule 72

Road positioning. When riding on the roads, there are two basic road positions you should adopt, depending on the situation.

1) Ride in the centre of your lane, to make yourself as clearly visible as possible, in the following situations

- on quiet roads or streets – if a faster vehicle comes up behind you, move to the left to enable them to overtake, if you can do so safely
- in slower-moving traffic - when the traffic around you starts to flow more freely, move over to the left if you can do so safely so that faster vehicles behind you can overtake
- at the approach to junctions or road narrowings where it would be unsafe for drivers to overtake you

2) When riding on busy roads, with vehicles moving faster than you, allow them to overtake where it is safe to do so whilst keeping at least 0.5 metres away, and further where it is safer, from the kerb edge. Remember that traffic on most dual carriageways moves quickly. Take extra care crossing slip roads.

Rule 73

Junctions. Some junctions, particularly those with traffic lights, have special cycle facilities, including small cycle traffic lights at eye-level height, which may allow you to move or cross separately from or ahead of other traffic. Use these facilities where they make your journey safer and easier.

At junctions with no separate cyclist facilities, it is recommended that you proceed as if you were driving a motor vehicle (see Rules 170 to 190).

Position yourself in the centre of your chosen lane, where you feel able to do this safely, to make yourself as visible as possible and to avoid being overtaken where this would be dangerous. If you do not feel safe to proceed in this way, you may prefer to dismount and wheel your bike across the junction.

Rule 79

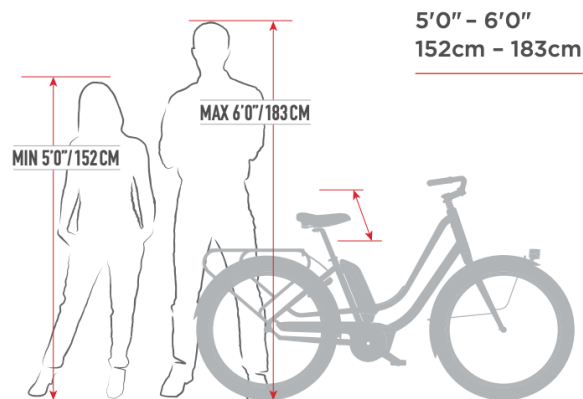
Roundabouts: If you are turning right, you can ride in the left or right-hand lanes and move left when approaching your exit. Position yourself in the centre of your lane if it is safe to do so (see Rule 72) and signal right to indicate that you are not leaving the roundabout.

b. Setting up

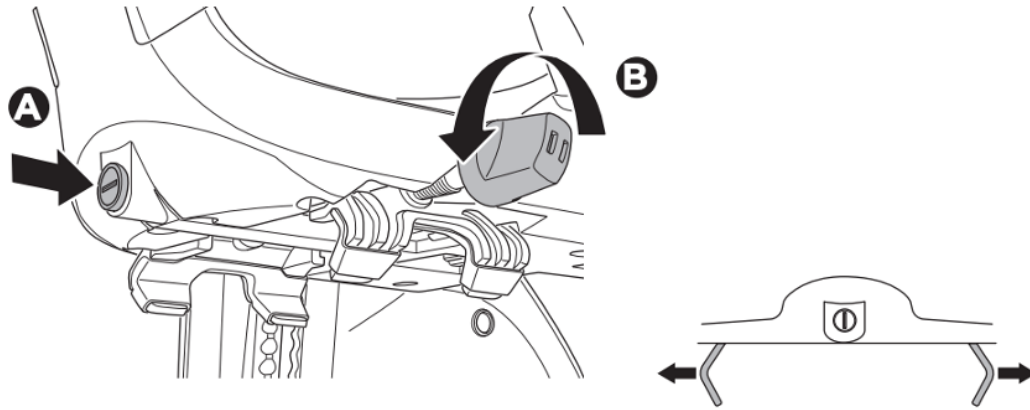
Saddle

- Adjust the **saddle** to the estimated correct height (approximately level with your hip when standing next to the bike).
- Sit on the bike, leaving one foot on the floor, put the other heel on the pedal in its lowest position, your leg should be straight with a very slight bend in the knee.
- For those new to cycling or especially e bikes, with a slightly heavier frame weight or greater loads, consider having the saddle a little lower than usual to allow for both feet to sit flat on the floor when seated on the saddle. (This is of particular importance in Stroud with lots of relatively camber/uneven places where you may be stopping and need a bit more leg reach to stabilise yourself.)

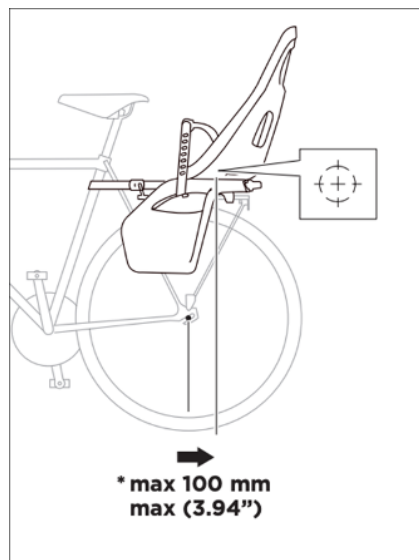
FITS WIDE RANGE OF RIDERS



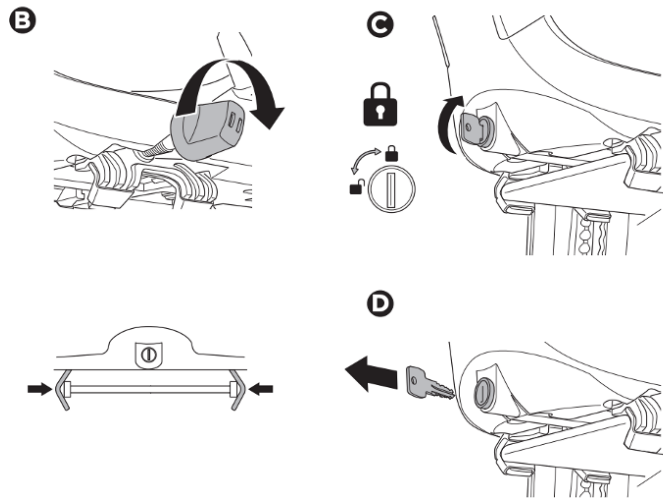
Child seat – fitting to bike



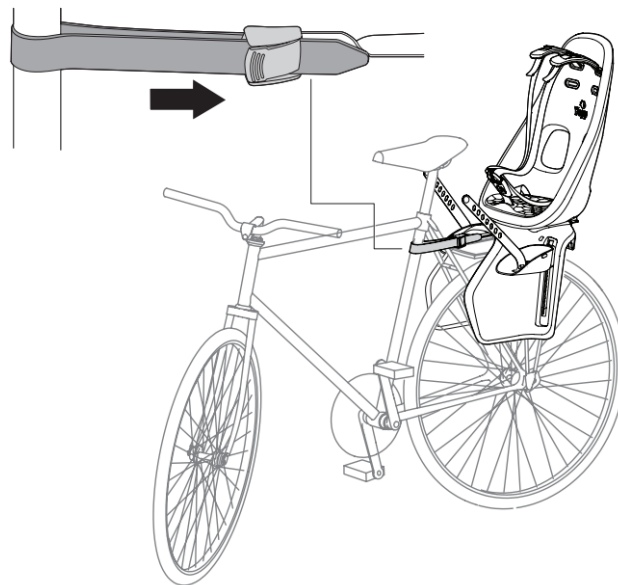
- Unlock the lock
- Unwind the clamps so that they are wider than the rack



- Place the seat loosely in position, sliding forward or backward depending on whether you also want paniers on the rack/ a second child or child seat. Ideally you want the heaviest weight closest to the centre of the bike (therefore as far forward on the rack as possible).

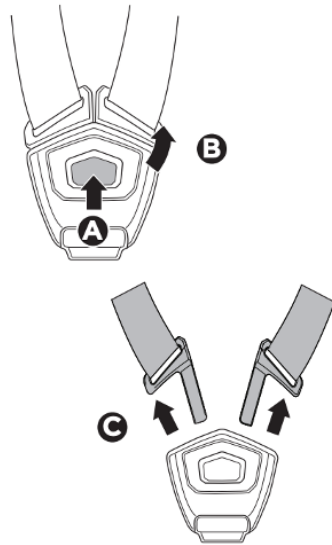


- Tighten the clamps as hard as you can
- Relock the lock

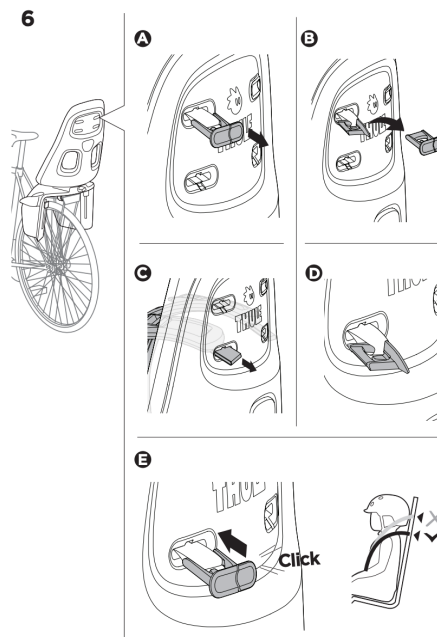


- Undo the safety strap, wrap around the seatpost or lateral bar on the rack and redo so there is little/no slack

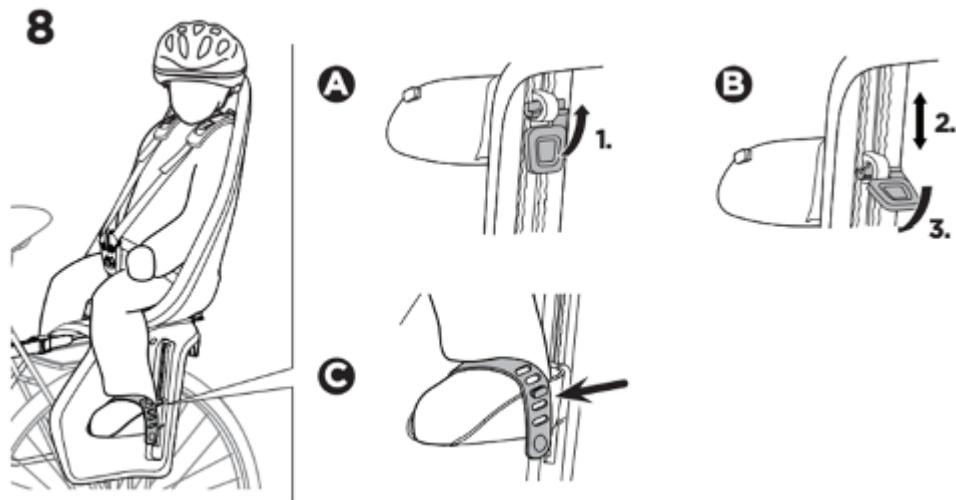
Child seat – fitting to child



- Release the safety harness clips by pushing in on the central part



- Select the upper or lower strap position dependent on the height of your child, straps should sit at or below shoulder level
- Loosen the shoulder straps to make it easy to get child's arms through
- Tighten the shoulder straps



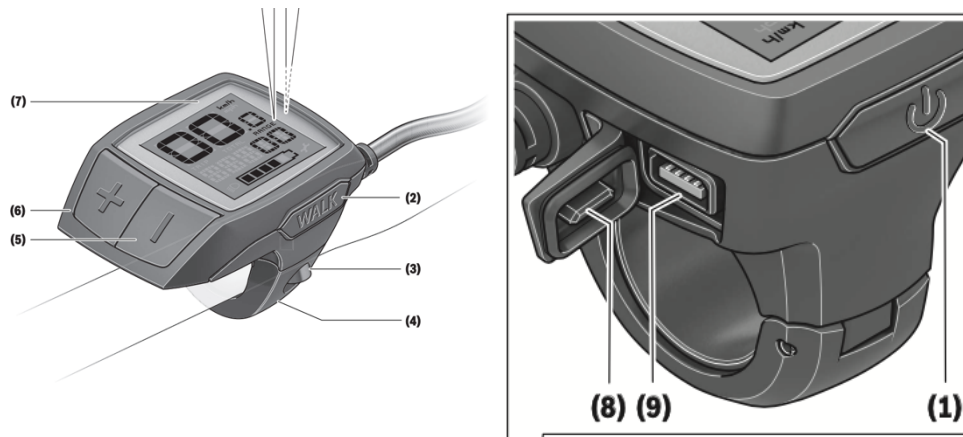
- Adjust the height of the foot rests by lifting the clasp at rear, sliding up or down and locking by pushing the clasp down
- Open the foot straps by pulling upwards from the ends
- Adjust to suit child's foot and push the toggle through the hole in the strap

Panniers – fitting to bike

- Panniers can be removed using velcro release straps at the top, these should be wrapped securely around a lateral part of the rack to ensure the bags cannot slip off the back of the rack
- The plastic hooks should be hooked onto a vertical bar on the side of the rack facing the rear of the bike

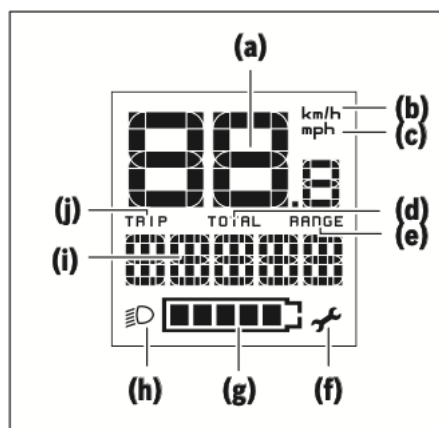
Recommendation to leave the panniers attached to bike frame and simply use secondary bags that slip inside -this prevents accidental spillages/dirt inside, as well as risk of incorrect fixing on for novice users.

c. The electric assist – buttons and how to use



Switch on bike lights	+	
Switch off bike lights	+	

- (1) On/off button for on-board computer
- (2) Walk assistance button **WALK**^{a)}
- (3) Fastening screw for on-board computer
- (4) Holder for on-board computer
- (5) Decrease assistance level button -
- (6) Increase assistance level button +
- (7) Display
- (8) Protective cap for the USB port
- (9) USB diagnostic port (for servicing purposes only)
- (10) Battery compartment cover



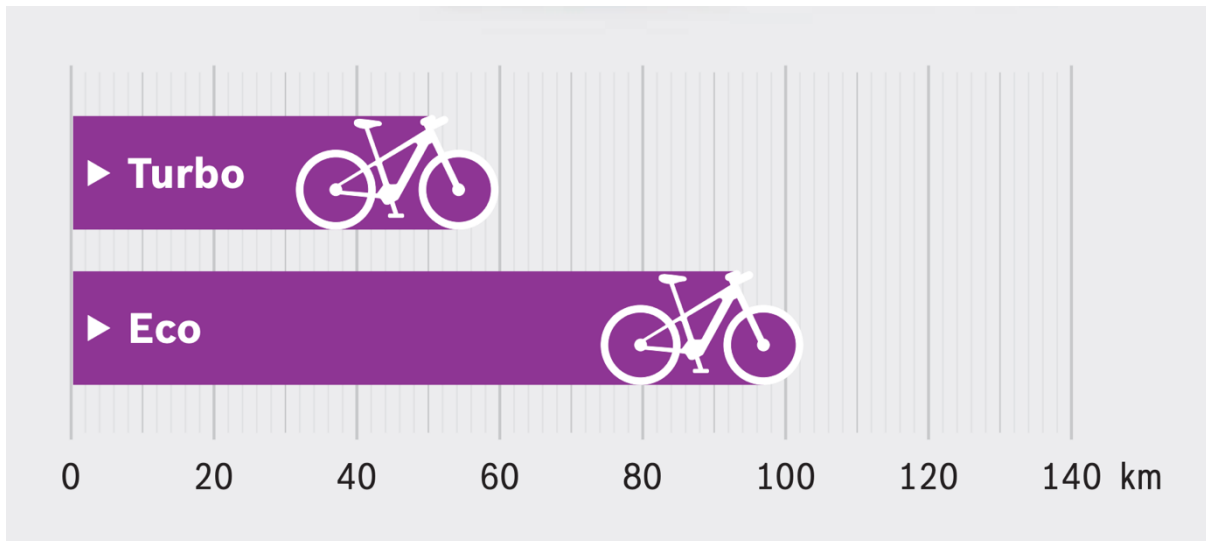
- (d) Total distance indicator **TOTAL**
- (e) Range indicator **RANGE**
- (f) Service indicator 
- (g) Charge indicator of the eBike battery
- (h) Illumination indicator
- (i) Assistance level indicator/value indicator
- (j) Trip distance indicator **TRIP**

d. Tips

- Start out with a low level of support. The eBike is fitted with various riding modes that provide different levels of support depending on the riding conditions. Start off with a lower level of support (e.g. Eco) until you're more used to riding your eBike
- Practise braking - eBikes are usually heavier than conventional bikes because of the additional components. They also reach high speeds faster – with a lot less effort. Get to know how your eBike handles and how the brakes work.
- Don't forget to change gears - Adjust your gears to the riding situation. Low gears work best when you first set off, or ride uphill. On the flat and at high speeds, it's time to change up. The lower the gear, the more energy you save for the rest of your ride.

Enjoy the ride for longer

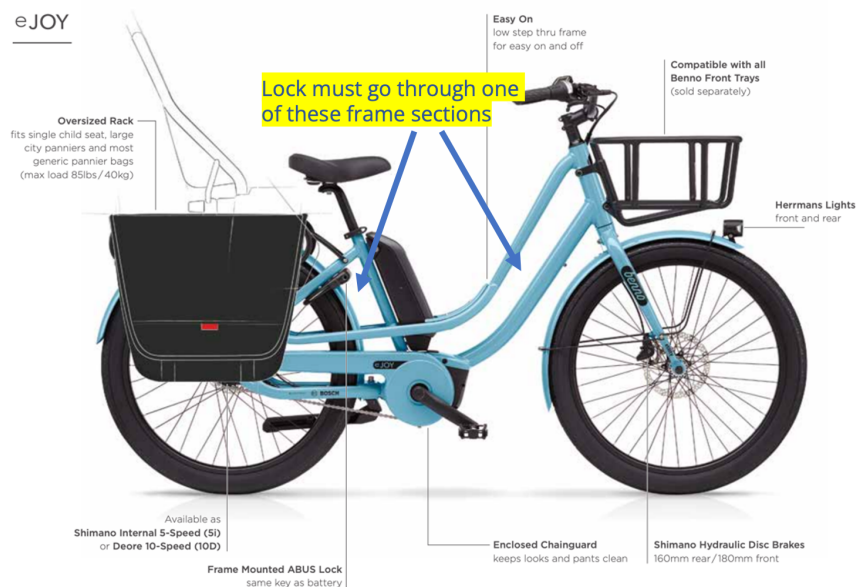
- Save energy with efficient gear changes. Low gears work best when setting off and tackling hills. On level ground or at high speeds, it's best to change up.
- Lighten the load. Keep the total weight as low as possible. Carrying less cargo makes your eBike more agile and preserves battery life.
- Work harder. The less power the drive unit has to deliver, the longer the battery lasts. Invest more of your own energy to reduce the burden on the battery.
- Keep it steady. The more often you brake, the more power it takes to get your eBike moving. Try to ride as smoothly as possible.
- Get your cadence right. The drive unit is most energy-efficient at cadences of over 60 revolutions per minute. Slow pedalling in a high gear reduces your range.



e. Locking & loading

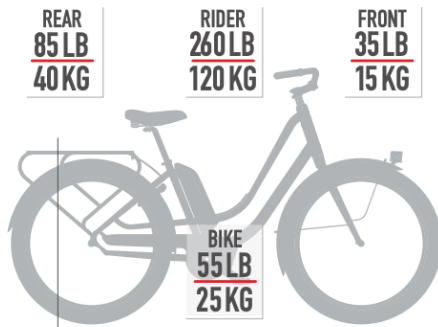
Bike must be locked to an immovable object or inside a secure building at all times using the provided lock, the lock should run **through the frame** of the bike, not just a wheel or rack/basket/child seat.

E-joy



LOAD AND PASSENGERS

Max Gross Weight: 400lb/180kg (Rider + Cargo + Bike)



REAR PASSENGER OPTIONS:



MAX 85lb / 40kg

Be aware, when added together, the individual load ratings shown for the rider and cargo plus the actual weight of the bike will exceed max gross weight. Therefore, while you may maximize selected individual load ratings, the sum of all loads cannot exceed the max gross weight (rider + cargo + bike ≤ 400lb/180kg).

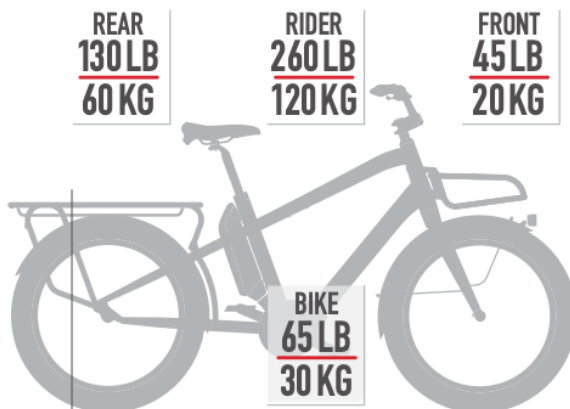
Correct passenger accessories must be installed properly in order to carry passengers. (See pages 10-11 "eJoy Setups")

Boost



LOAD AND PASSENGERS

Max Gross Weight: 440lb/200kg (Rider + Cargo + Bike)



Be aware, when added together, the individual load ratings shown for the rider and cargo plus the actual weight of the bike will exceed max gross weight. Therefore, while you may maximize selected individual load ratings, the sum of all loads cannot exceed the max gross weight (rider + cargo + bike $\leq$ 440lb/200kg).

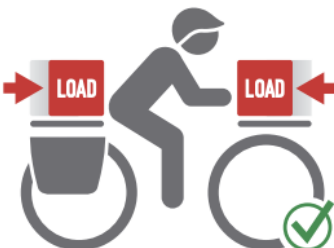
REAR PASSENGER OPTIONS:



MAX 130lb / 60kg

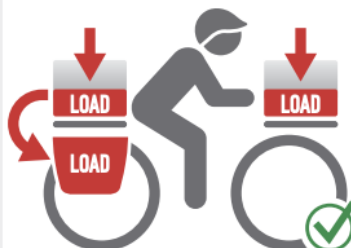
Correct passenger accessories must be installed properly in order to carry passengers. (See pages 10-13 "Boost Setups")

READ BEFORE RIDING WITH LOAD



MOVE LOAD TO CENTER

Move load/weight toward the center of the bike.



MOVE LOAD DOWN

Move load/weight down toward the ground. Use pannier bags.



CENTER/BALANCE LOAD

Center load/weight. Distribute equal weight on each side.

READ BEFORE RIDING WITH PASSENGERS



ADULT RIDER 18+

E-Bike **MUST** be operated by an **ADULT** when carrying passengers.



PASSENGER SPEED LIMIT

Do **NOT** exceed 16 mph/25 kmh when riding with passengers.



CHILD SEAT REQUIRED

Children under 40lb/18 kg **MUST** be secured properly in a child seat.

MUST WEAR



WEAR HELMET & SHOES

Passengers **MUST** wear a bicycle helmet and enclosed shoes.



HOLD HANDLEBAR FIRMLY

Keep **BOTH** hands on handlebars while carrying load or passengers.

f. Maintenance

Regular checking

In most cases a simple check over of the bike should be completed by a volunteer before/after each hire. This is just a case of ensuring

- Noise: There are no new noises
- Feel: Ride the bike and check nothing feels different
- Look: Nothing should look different
- The brakes and gears are functioning as expected
- The tyres are firm

In case of any concerns

- In the first instance report to your volunteer group and see whether anyone feels better equipped to assess an issue
- If it's anything more than the below
 - puncture repair
 - accessory adjustment
 - Clean of electrical contacts with a dry cloth

Contact The Bike Drop via delivery@thebikedrop.co.uk detailing what the issue is and where the bike is located who will arrange to inspect and repair, and keep your volunteer group updated. If it's possible to bring the bike to Brimcombe Mills for the Bike Drop to assess, this may be useful.

Monthly checking

A volunteer who is more confident with bike maintenance should check over the bike (same as regular checking) and lubricate the chain as often as possible, minimum every month.

Seasonal checking

Every 3 months the bike should be returned to The Bike Drop for a full service. Ideally each group should arrange to book the bike in with the workshop and relocate the bike to Brimscombe Mills for the arranged date.

Puncture Repair

1. Removing wheels
 - Put Boost onto dual kick stand or eJoy into a bike stand
 - Release quick release lever by pulling towards you
 - Unwind a couple of turns to loosen
 - Wheel will drop out
 - DO NOT pull brake levers whilst wheel is out (as otherwise brake pads will close against one another and are very difficult to prise apart!)
2. Replacing wheels
 - Line up wheel and disc brake
 - Lift into position
 - Ensure wheel centered and sitting fully in the dropouts.
 - Thread end of skewer on and tighten
 - Fold back/ close quick release lever, this should be hard to close and should face towards the rear of the bike ideally.
3. Replacing punctured inner tube
 - Above steps to remove wheel
 - Use tyre lever to aid removing
 - Replace inner tube with new one, slight inflation before fitting can help this.
 - Re-seat/fit the tyre being careful not to pinch the tube, especially in the last section where the tyre becomes tight and force is needed.
 - Inflate to pressure on the side wall of the tyre.
 - If tyre is not seated on the rim and appears to wobble when spun, deflate, use washing up liquid or water on the bead of the tyre (where it contacts the rim of the wheel), re-inflate and the tyre should be equally seated on the rim.
 - Above steps to refit the wheel

3. Batteries

a. Fitting and removing



1. Unlock with the key provided.



2. Hold the PowerPack tightly at all times.



3. Grip the front upper end of the PowerPack and pull it gently towards you.



4. Slide the PowerPack upwards and remove it from the mount.
5. To reinsert the battery, reverse the previous steps. Check that the battery is inserted correctly and held firmly in place.

b. Charging

Bosch batteries with lithium-ion cells can be charged quickly irrespective of your state of charge at any time. Interruptions of the charging process do not harm the battery. Complete discharge is not required.

You can either charge your battery directly on your eBike or remove it from the mount and charge it separately. To charge the battery while still attached to your eBike, insert the charger plug into the charging socket.

- Plug charger into the wall
- The indicator LED will light up red
- Plug into the battery or charging port on bike
- Wait for light to turn green (indicates fully charged)
- The lights on the side of the battery will flash to indicate each stage of charging (1/5)

If it's possible to remove your eBike battery, simply unlock it and release it from the mount. When reinserting, you will hear and feel it snap back into the mount.

- Tips for optimal charging
- Be sure to charge your battery with the original Bosch charger.
- Only charge your battery in a dry area that's fitted with a working smoke detector.
- After charging, disconnect the battery and charger from the power supply.
- Avoid draining the battery down to zero, and after a trip, let it cool before charging.

c. Safety

With a combination of various technological safety mechanisms, additional tests and a high degree of automation in production, Bosch sets standards in battery safety.

The high-quality lithium-ion batteries have a battery management system (BMS). This continuously monitors the battery, detects potential fault sources and effectively protects cells against overload.

Cleaning: To protect the electronic components, the batteries must never be cleaned with a direct jet of water or high pressure hose.

4. User Terms and Conditions

Our e-bikes are shared assets, and we need to make sure they are looked after well for everyone in our community. To help us do that, we do have some terms and conditions.

a. Reservation fee / donation

You will not be able to pick up an e-bike until you have paid a reservation fee / donation. This is a set amount (£10 / day, £50 / week and £80 / fortnight) which we hope you will allow us to retain as a donation to keep the project going.

However, you will be able to request your reservation fee back after safe return of the e-bike plus accessories should you need to. All money generated through the reservation fee / donation will be held by Transition Stroud and put towards the cost of running the e-bike Hubs., and will enable more people to benefit from using the e-bike, as you have.

b. Pick-up and return

Before picking up an e-bike from us, you must agree to the following so we can safeguard this resource for everyone. We will ask you to agree to these terms and conditions on pick-up and will not be able to loan you an e-bike unless you can agree to them.

Terms and conditions of e-bike loan

Users must

- Provide photo ID and proof of address that matches their stated contact details on the pick-up day.
- Agree to abide by Highway Code's Rules and Regulations for e-bikes and take responsibility for any accidents caused whilst riding.
- Agree to look after the e-bike, battery and other accessories as advised in the Stroud Community E-bike Manual.
- Agree to always use the lock supplied to secure the e-bike to an immovable item or inside a securely locked building when not with it, including overnight. Unfortunately our insurance will not cover the loss of the e-bikes unless these precautions are taken.
- Agree to return the e-bike and all its accessories on the date and time agreed at booking, and to pay £20 per day overdue for any late returns of any item.

- Understand that they may be charged for any damage or loss suffered to either the e-bike and its accessories while they are in their care.
- Understand that the e-bike and its keys contain tracking software that allows both to be traced in the event of their loss. We will not be linking tracking data to your personal use of the e-bike.

Check-out and return

The e-bikes can be provided with all safety and cargo accessories needed, including cycle helmets, child seats, panniers, locks and high visibility vests. A volunteer will check out each item provided to you with the e-bike and check again that all accessories are present and in good condition on return. You will also be provided with a point of contact in case of accidents or emergencies.

And finally . . . feedback!

After returning the e-bike and its accessories we will send you an email to ask for your feedback. As this is a pilot scheme it is really important to get feedback from our community and help us to improve the offer, as well as report back to our funders. If you want to send us information or questions about anything not on the feedback form, please email us on hello@pedal-power.bike at any time.