

These Cycle Hire Terms and Conditions are incorporated into the Lee Valley Regional Park Authority (Authority) [Standard Terms and Conditions](#). If you are unsure as to whether you are able to take part in any cycling activity, or you have any questions concerning these Terms and Conditions, please contact us before making a booking for cycle hire.

1. Important Notices

Cycling carries inherent risks. You accept these risks and are responsible for your own actions and involvement. You must be able to cycle competently and or ride a bike without stabilisers. In making a booking for cycle hire, you have accepted and agreed to comply with these Terms and Conditions. In making a booking of a group, you are responsible for ensuring all group members comply with these Terms and Conditions.

2. Cancelling or re-scheduling a booking

If you decide to cancel your booking you will not be entitled to a refund.

Subject to an administration fee of £5.00 per rider, if you give us at least 5 days' written notice, we shall try to re-schedule your booking to another suitable slot. Bookings can only be re-scheduled once. If you give us less than 5 days' written notice, we will not be able to re-schedule your booking (and you will not be entitled to a refund.)

3. Young cyclists

- Children aged 11 and under must be accompanied and supervised at all times by a parent/guardian.
- Children aged 12 and over do not require parent/guardian supervision, however it is strongly recommended
- Children under the age of 18 must provide a signed parental/guardian consent form to participate in any activity.

4. Bike safety information and guidance

You may be required to take part in a safety briefing, which may include being fitted for the right bike and equipment before you commence your cycling session. This may take approximately 15-30 minutes, and you must arrive and factor in this time to your booking slot. If you do not understand any aspect of the safety briefing, please ask for clarification at the time of the briefing before you commence your cycling session.

The specifications of the cycles we hire out have the following weight and height restrictions:

- Weight restrictions: not over 100kgs (17st 2lbs)
- Height restrictions: not under 1.3 metres (4ft 5in) tall

If you would like to discuss your requirements, you are advised to telephone us prior to making a booking.

If you are using a cycle route, we recommend you 'buddy up' with another cyclist for safety. We also recommend that you keep your mobile phone with you in case of emergencies.

Cycling while pregnant is not permitted.

5 Bringing your own equipment

The Authority reserves the right to inspect your bike and equipment. Please ensure your bike is clean. If, in our staff's opinion, your bike/equipment is not suitable for your activity, where possible, you may be able to hire a bike/ equipment from us so that you can take part. If you choose to use your own bike/equipment, you do so at your own risk and the Authority shall not be liable for any damage or loss to it.

Helmets - Cycling helmets must be worn when cycling. All helmets must meet the applicable British Safety Standard (currently BS EN 1078 1997). Helmets must be correctly fitted, in good condition and display CE markings. You are allowed to attach a camera to your own helmet for the activity.

Bikes - Your bike must be suitable for the specific activity you have booked.

6. What to wear

We recommend wearing close fitting clothing with two layers on the upper body for the activity. When cycling, you must wear a top at all times. To ensure your safety we recommend removing all jewellery before cycling. Using headphones, earphones or earpieces is not permitted while cycling.

7. Lee Valley policies and information

The Authority accepts no responsibility for the loss, theft or damage to any personal items brought onto the Campsite.

The Authority accepts no responsibility for any information or broadcast in the Campsite by any third party.

If you lose your Lee Valley membership card and need a replacement, a £5.00 administration fee will be charged.

8. Your responsibilities

- Please follow all safety and information signs displayed around the Campsite towpaths.
- Any accidents or incidents should be reported to a member of our staff before you leave the Campsite, please treat the Authority's property and facilities with care at all times. Any bike or equipment hired from us remains your responsibility until you have returned it.
- After your activity, please take your hire bike to the equipment hire room so that it can be checked.
- We reserve the right to seek to recover from you the cost of replacing or repairing damaged bike/equipment.
- Please do not leave any items unattended.
- Please respect the changing rooms as they are used by a wide range of customers.

9. Respecting our staff and other cyclists

- The Authority operates several activities simultaneously and therefore the facility is shared by a range of different customer groups.
- Please respect other cyclists and be aware of your surroundings.
- Please follow any instructions given by our staff.
- Please do not distract others while they are cycling.
- Dangerous or threatening behaviour will not be tolerated. If you are part of a group which causes a disturbance the group will be treated as one and our staff have the right to remove the whole group from the Campsite and no refunds will be given.

The Authority reserves the right to amend these Terms and Conditions from time to time without notice.