



working for cycling

The Cycle Hire Code

Full Code 1999-03-05

By subscribing to this voluntary Code of Practice, a cycle hire operator makes several undertakings summarised by the following numbered headings. These headings comprise the **Short Code**, that may be used on posters leaflets etc. to promote the operator's business. This **Full Code** provides more detailed descriptions of how the operator should follow the Cycle Hire Code.

We undertake that:

1. Our cycles are safe and legal to use.

A minimum level of safety for general cycling is provided by the CTC Standard for the Safety of Hired and Used Cycles, which should be read in conjunction with these guidelines. By ensuring that cycles conform to this **Standard**, the operator also ensures that relevant Construction and Use Regulations are satisfied, such that cycles may legally be used on the road. Bicycles used for mountain-biking should be maintained to a higher level especially with regard to braking systems. Reflectors and lamps shall be fitted to cycles that are likely to be used after dark.

2. All cycles and accessories are checked between each use, cleaned if necessary and kept in good working order.

Checking and any necessary maintenance should be undertaken by a competent person. A formal qualification (e.g. the ACT Cytech) is most desirable. Until such qualifications are more commonly available it will be

accepted that anyone who has practised as a cycle mechanic for at least one year, or at least is capable of overhauling the cycles in question, may also be assumed to be competent.

Cycle checkers should be able to recognise the general level of quality and performance required by the **Standard** referred to above and are not expected always to go through it point by point, but should check more closely any aspect of a cycle that seems dubious.

Cycles should not be hired out for more than 100 days without overhaul. This will involve a more thorough examination than the usual between-hire check to include (if necessary) the replacement of cables and chain, greasing of bearings, wheel

truing etc. Note: many operators find it more economic to replace cycles at this stage.

Accessories such as child seats and trailers etc. shall also be checked between hires, kept clean, safe and in good condition.

3. We keep proper records of cycle use and maintenance.

Any hire operation needs to record who hired what and when. In addition, a record shall be kept of maintenance – anything more than between-hire checks and adjustments – i.e. when parts are replaced, on what cycle and when. These records may be kept in any convenient form (on paper or a computer) so long as they are available for examination.

4. A lock, bell, safe means of carrying luggage and repair kit and/or mobile assistance will be provided upon request.

These accessories do not have to be provided with every cycle but should at least be available. Operators are encouraged to provide locks, bells and panniers (or small backpacks) because:

- a) Locks reduce the risks of theft and a stranded customer.
- b) Bells minimise conflict with pedestrians on shared facilities.
- c) Unless provided with safe means of carrying a few necessities, hire customers may resort to the hazardous practice of hanging bags from handlebars.

The provision of mobile assistance or recovery in case of a mishap is preferable to a toolkit since many hire customers will lack the skills safely to repair or adjust cycles. Such assistance should be available within a 15 mile radius and on any

longer routes recommended by the operator. But experienced cyclists may range further afield and feel vulnerable without the means to help themselves; so basic toolkits, including a pump and inner tube, should be available to those who request them.

5. If helmets are available they will be safe and clean.

If helmets are provided then they shall conform to a recognised safety standard and a full range of sizes should be available. Helmets shall be checked and cleaned between hires and maintained in good condition, with the replacement of any missing parts (e.g. sizing pads) and the whole helmet replaced at any sign of damage. Follow the helmet manufacturer's advice with regard to indications of damage, replacement interval and cleaning materials. Helmets should not be given to customers who do not wish to wear them, as unwanted helmets are likely to be hung unsafely from the handlebars and may be damaged by this.

6. Our cycles are suitable for their purpose and our descriptions of them are accurate.

The operator shall not misrepresent the type(s) of bicycle available and shall supply detailed descriptions upon request. It will be assumed that mountain-bikes, for example, are suitable for rough, loose and steep terrain.

7. We aim to provide the correct size of cycle and will adjust it to fit you.

It is accepted that operators will sometimes not have enough cycles of a demanded size. Assuming that a suitable cycle is available, it should be adjusted to fit the customer by a competent person (as defined above). Customers should be discouraged from adjusting the cycle themselves.

Any optional accessories shall if necessary be attached to the cycle by a competent person, who will also check the safety and adjust the customer fit of any child seat, trailer etc.

8. We will provide instruction and advice about how to use the cycle, where to ride and cycling safety.

Hire customers are often unfamiliar with the workings of a cycle, so it is important to show and explain to them the operation of brakes and gears etc. Note that most foreign customers are accustomed to front-left, rear-right brake levers, opposite to the UK (as a rule: squeeze the lever nearest the kerb first). Instruction will also be required in the use of childseats, trailers etc.

Operators should be able to advise about good places to ride (with published maps and leaflets) and cycling safety, including the Highway Code, Off-Road Cycling Code and Countryside Code as appropriate.

Further requirements.

The following matters are not covered by numbered headings but are none the less a part of this Code:

- a) The operator will be insured for public liability to a level appropriate to the type of cycle hire business. For example: EC package holiday regulations presently call for at least £1million.
- b) Any additional equipment or services (e.g. those mentioned at 4 and 5 above) may either be included in the cycle hire or charged for separately.
- c) Adequate car parking, refreshment and toilet facilities should be available at or close to the hire centre.
- d) Upon request, customers will be able to see this Full Version of the Code.

The Cycle Hire Code is administered by CTC – Britain's primary cycling organisation – and was produced in consultation with the Scottish Tourist Board (STB) and the Association of Cycle Traders (ACT). For further information please contact: CTC, 69 Meadrow, Godalming GU7 3HS – technical@ctc.org.uk – ☎ 01483 520736.