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**Ride Revolution FAQs**

**Does the bike come with a lock, helmet, lights, pump etc?**

* All referrals will receive a bike, lock, helmet, lights, child seat (if required)

**Can I choose the colour?**

* Bike colour will be dependent on the bikes we have available at the time; however, we will endeavour to match participants to their choice of bike.

**What happens if the bike has problems whilst I have it on loan?**

* Bike maintenance tutorials will be given to all participants upon collection of their bikes, however if there is a bigger problem we will work with our partners and volunteers to collect and repair or replace the bike providing damage is caused by wear and tear and not a result of negligence.

**How long can I keep it?**

* The bike will be on loan until it is no longer required by participant or participant has outgrown the bike.

**What happens if it gets stolen – is it insured by the council?**

* Once bikes have been collected, they are the sole responsibility of the person collecting the bike

**If I no longer want the bike am I allowed to sell it?**

* No, the bike is only on loan to the participant: it remains the property of the council and its partners

**Do you measure the bike to make sure it is the right size for me/my child?**

* We will ask you to provide measurement of the adult and age of the child to correctly match to an appropriate bike.

**I have six children, is there a maximum number of bikes per family?**

* No, as long as you can prove that all children reside at your address

**How do you know I can’t afford a bike of my own?**

* We do not make assumptions of peoples financial standing. If you have been referred to the program by a recognised referrer (eg your school or GP), you meet our eligibility criteria

**I can’t ride a bike, are you able to give me lessons?**

* Bikeability training will be offered as part of the Ride Revolution project we will also work with local cycle organisations to build bike confidence and share cycle routes.

**Do I have to sign any sort of agreement, and can I get compensation if I fall off and hurt myself?**

* An agreement will be signed that you accept full responsibility for your own wellbeing and safety upon receiving training and collection of the bike.

**For those wanting to donate a bike:**

**Where do I take my bike to donate it?**

* + - Bikes can be taken to TRAX: Red Barn Farm Cottage, Woodstock Road, Oxford, OX2 8JR or can be donated at one of our many donation days contact [active.communities@southandvale.gov.uk](mailto:active.communities@southandvale.gov.uk) to arrange a date and time.

**My bike only has one wheel, do you still want it?**

* All bikes can be donated and if it cannot be repaired, we will salvage working parts to repair other bikes.

**How can I get involved with fixing up the bikes?**

* Contact Active Communities Team to find out how to get involved in Ride Revolution – active.communities@southandvale.gov.uk

**I have three reasonable quality bikes – would you offer me any cash for them?**

* Bikes are donated and no money is exchanged as part of the Ride Revolution project.