



Galloway Community Transport's  
**Glenkens eBike Club**

Terms & Conditions from 2023/04/01

1. Membership is open to anyone resident in the Glenkens (villages of Carsphairn, St John's Town of Dalry, New Galloway, Parton, Crossmichael, Balmaclellan, Mossdale and surrounding countryside). A residential address in the area is a requirement of membership.
2. The Glenkens eBike Club membership fee is £25 per 12 months from the date of approval of the application.
3. eBike hire prices are as below:
  - £5:00 per day
  - £20:00 per Monday – Friday (5 days)
  - £15:00 per Friday – Monday (4 days weekend rate)
4. Members may book the eBikes out for up to 5 days at a time. Multi-day use must be booked at least 7 working days in advance.
5. To book the eBikes, members can call:  
Jon: 07841 512449 or Sue: 07704 662925 between these hours:

Monday: 0900-1300  
Tuesday: 0900-1300  
Wednesday: 0900-1700  
Thursday: 0900-1300  
Friday: 0900-1300

- At least 24 hours' notice is required to book out an eBike.
- For eBike hires requested for a Monday the booking request must be received no later than 1200 noon on the previous Friday.
- The time for returning the eBike will be agreed at the time of collection.
- Times for the collection and return of eBikes is during the above hours.

The team do not work at weekends, but we will have one of the team on call whenever an eBike is out on hire. We cannot take last minute bookings on the phone at weekends.

6. The number of bookings per year to any member is subject to a fair-use policy to ensure the eBikes are available to as many members as possible.
7. Members may book out more than one eBike at a time for use by family and friends. However, all riders of the eBikes must be over 16 years of age.
8. The member booking out more than one bike will be responsible for all the eBikes booked out in their name.
9. The eBikes must not be used for any commercial purpose.
10. eBike users must be competent in eBike use and care.  
New members and guest riders may be required to do a short trial ride with a staff member or volunteer. Induction and training can be provided as necessary.

11. The eBikes are only to be used within a 20-mile radius of New Galloway except by prior arrangement with the team.
12. If a member wishes to transport an eBike in or on any sort of vehicle, the proposed fixing/transporting method must be approved by the team in advance.  
Any damage to the eBikes resulting from transportation in a vehicle will be the liability of the member responsible and the cost of repair will be charged to the member.
13. eBikes can be picked up from 0930 on the hire day.  
The return time will be arranged when the bike(s) is/are picked up.
14. eBikes must be returned at the time agreed when they are signed out. If this is not possible the member must phone the team to arrange an alternative return time.
15. A £5 per hour charge will be applied for each eBike returned late without prior arrangement.
16. The eBikes must not be left unattended unless the wheel lock is on and the eBike is chained to something immovable. If this rule is not complied with and an eBike is stolen the loss will be deemed the member's responsibility.
17. Members using the eBikes must observe all relevant Highway Code rules and safety good practice at all times.
18. Any off-road use of the eBikes must be agreed with the team in advance.  
If a member is unsure about whether a proposed route is off-road or not this should be discussed with the team in advance.
19. Members using the eBikes must use the appropriate safety equipment (helmet, hi-vis belt or bib, lights etc) supplied by Glenkens eBike Club or suitable equivalent equipment of their own.
20. Breakdowns, damage, collisions, and injuries involving Glenkens eBike Club members using the eBikes must be reported to the team as soon as possible after they occur.
21. Allowance is made for appropriate wear and tear, but we reserve the right to charge for damage sustained while an eBike is in the care of a member.
22. Glenkens eBike Club reserves the right to pursue costs incurred due to negligence or malicious damage on the part of members or their guests.
23. eBikes must be returned in reasonably clean condition.  
If the eBikes get dirty in use members are requested to wipe them down before returning them.  
Abrasives or cleaning solutions should not be used on the eBikes.
24. Members use the eBikes at their own risk.  
Glenkens eBike Club/GCAT accepts no liability for misuse or careless use of the eBikes by members or their guests.

Glenkens eBike Club, a GCAT project, acknowledges the support of  
Sustrans, Cycling Scotland and Energy Saving Trust.

**Glenkens**  
**Community**  
& **Arts Trust**

**sustrans**  
JOIN THE MOVEMENT

**Cycling**  
**Scotland**

**energy**  
saving  
trust