



Bristol Cycling Centre

Terms and Conditions of Bikeability Courses

Many thanks for enquiring about a Bikeability course at the Bristol Cycling Centre. Below are our terms and conditions.

Deposit, Payment and Charges

- The session fee is payable in cash or card to the Bristol Cycling Centre. Please call the Centre on 01275 832 800 or email cyclingcentre@bristol.gov.uk to arrange a mutually convenient time to pay.
- Bookings will not be confirmed until the payment has been processed.

General Provisions

- Children under the age of 8 must be supervised by an adult. If an adult is not present at the session, the Bristol Cycling Centre reserves the right to cancel the booking without a refund.
- Children must be 7 years of age minimum for Level 1. Children must already be able to ride to join the course.
- Children must be 9 years of age minimum for Level 2.
- Children must be 11 years of age minimum for Level 3.
- Parents/carers/guardians may remain on site during a Level 1. Accompanying children must attend the session that is running at the same time as the Level 1 – the session fee will be required to be paid. Children will need to be booked on the session ahead of time to ensure a space.

Cancellations

- The Bristol Cycling Centre may need to cancel the session for any reason which the Bristol Cycling Centre considers necessary or desirable. In the unlikely event that the Centre has to cancel the session a full refund of monies paid will be made.

Cancellation by the client	
Cancellation more than 3 working days before the course.	The Bristol Cycling Centre will refund the monies paid.
Cancellation less than 3 working days before the course or a no show where the full amount has been paid.	The Bristol Cycling Centre will retain the monies paid.

- Please do not attend the session if anyone in your group show signs of Covid-19.

Obligations of course attendees

- Ensure that any rubbish is removed from the Bristol Cycling Centre at the end of the session.
- Attendees must adhere to instructions and safety briefings from the Bristol Cycle Centre staff and adhere to all Covid-19 precautions in place.
- Attendees shall be liable for any damage at the Bristol Cycling Centre or to any of the equipment at the Bristol Cycling Centre.
- Attendees agree to observe by these terms and conditions.
- The Bristol Cycling Centre staff want everybody to stay safe and have fun while at the Centre. In the event that attendees fail to adhere to these terms and conditions or abide by the rules set by the instructors then the Bristol Cycling Centre, staff may end the session early without refund or compensation.
- Attendees must bring their own helmets, wear suitable clothing, and closed toe footwear for riders.
- Attendees must bring suitable refreshments and any medication they require.

Obligations of Bristol Cycling Centre

- At the start of a course the Bristol Cycling Centre gives access to the Centre free from obstruction and in good condition.
- The Bristol Cycling Centre will provide members of staff for all courses. To ensure the safe supervision of participants their obligations will be to:
 - Prepare cycles/resources in advance and put them away afterwards.

- Lead the session; carry out all necessary risk assessments and health and safety checks, including Covid precautions.
- Discuss ground rules with each group to ensure the safety and enjoyment of all participants during the session.
- Fit cycles to clients and give guidance, support and coaching as appropriate.

Liability

- The Bristol Cycling Centre will do its best to ensure the health and safety of participants however will not be liable for the death of or injury to any person attending the Bristol Cycling Centre for the session or for any losses, claims, demands, actions, proceeding, damages, costs or expenses or other liability incurred by the client in the exercise of its rights under these term and conditions except where such death or injury or loss is due to the negligence of the Bristol Cycling Centre.
- The Bristol Cycling Centre will not be liable for any unforeseen event which may cause the Bristol Cycling Centre to be closed or the session to be interrupted or cancelled.
- The Bristol Cycling Centre will not be liable for theft or damage to cycles (or any other belongings) brought into the centre by the client.

Covid-19 guidance

COVID-19 case at the facility

Please do not attend your session if you feel unwell. If you do feel unwell or start to feel unwell please leave immediately and follow Government Guidelines

<https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/>

Online Booking

Online/Advance booking is now mandatory. During online booking we will ask some questions to ensure smooth customer arrival e.g. do you require any accessible cycles? Booking on Survey Monkey is free however we require payment ahead of your session.

Health, Social Distancing and Hygiene

- Please respect social distancing of 2 metres.
- We encourage you to bring your own hand sanitiser and face covering if you want to wear one.

- There will be floor markings to guide you around the site and where to queue.
- We have extra cleaning measures in place and bins for rubbish.
- There will be access to the disabled toilet and changing places unit.
- All our instructors are First Aid trained, however we will ask parents/carers/guardians to administer First Aid unless absolutely necessary e.g. putting plasters on, cleaning grazes.

Equipment

- We cannot provide helmets at this time.
- We encourage all riders to bring their own cycle if they can (show the instructor your cycle on arrival).
- Do bring a drinks bottle as we are unable to provide refreshments or fill water bottles.
- Gloves are not mandatory as the World Health Organisation (WHO) advice is that it is preferable not to wear gloves but to regularly wash your hands.
- Once fitted you will not be able to change your cycle during the session.
- Do not swap cycles between people please.

During your Session

- Please follow the guidance of the instructors and site staff who are there to support you in riding.
- Practice physical distancing by keeping 2 metres apart unless you are in the same household.
- Don't ride too fast or try any difficult moves.
- Please stay with the riders you came to the session with and find a sensible space if you need to take a break to ensure social distancing can happen.
- No physical contact – No hugs, high-fives, handshakes, etc. except with people in your own household.
- Wash your hands regularly / use hand sanitiser, including before leaving home and on returning home, and bring hand sanitiser with you when visiting the centre if possible.

- Once your session has finished please return your cycle to the designated area and leave the site at the end of your session to allow us to prepare for the next group.
- No lost property will be kept.