

Nottingham Cycle Parks

User guide

May 2024

Purpose

Nottingham Cycle Parks is a network of secure cycle parking facilities across Nottingham and in several locations within Nottinghamshire which aims to offer convenient and secure cycle parking for all users. The network is owned by Nottingham City Council and operated in partnership with Oracle Surveillance Limited. The scheme is supported by Broxtowe Borough Council, Gedling Borough Council and Rushcliffe Borough Council for the parks at Beeston, Arnold and West Bridgford respectively. Customers can access Nottingham Cycle Parks through their smartphone/smartwatch via the Paxton Key App, or by using a Nottingham Cycle Parks access card.

[A map of all Nottingham Cycle Park locations and further information about the scheme can be found here.](#)

[All Nottingham Cycle Parks are also listed on our Nottingham Cycle Map.](#)

Registration

Nottingham Cycle Parks are available to all UK residents 16 years of age and above. To join the scheme all applicants must:

- [Complete an online registration form here](#)
- Or visit the Nottingham Tourism Centre on Smithy Row (seasonal opening hours apply)

To join the scheme, two forms of identification are required:

- Photo ID, e.g., passport or driver's licence
- Proof of Address e.g. utility bill (gas, electric, water bill, etc)

You cannot use one form of identification for both photo ID and address. For example, if you provide your driving licence as proof of ID you must provide another form of identification for your address, such as a utility bill. Failure to do this will cause a delay in processing your application.

Once your application has been accepted, please allow up to five working days for your instructions to use smart credentials or access card to be sent to you. On occasions, this may take longer- for instance over Bank Holidays.

Accessing the Nottingham Cycle Parks

Customers can access the Nottingham Cycle Parks through one of the following methods:

- Smart credentials on the Paxton Key app
- OR
- Access card

Paxton 10 app

- 1) Customers will receive a one-time code from support@paxton10portal.com to register for the Paxton Key app on their smartphone/smartwatch. This email from Paxton 10 Portal will be sent to the email that the customer has applied for Nottingham Cycle Parks access with.
- 2) Following registration on the Paxton Key app, customers will be able to use the Paxton Key app to enter and exit the Cycle Parks using the reader at the Parks. Customers present their phone to the reader and access is granted.

Please note:

- Smart credentials can only be accessed on one device at a time.
- If you require support using the Paxton Key app, please email info@osltd.co
- If you need to receive a new one-time code to access the Paxton Key app on a new device, please email info@osltd.co. The smart credentials on your old device will be deleted so they can no longer be used to access Nottingham Cycle Parks. Your old smart credentials will be deleted so that you cannot access the app on another device.
- Enquiries will be responded to within 3 working days.

Access card

- 1) An access card will be sent to the home address verified as part of the application.
- 2) Access card will have unique four digit reference number on the front.
- 3) Customer uses access card to enter *and* exit Cycle Parks via reader.

Please note:

- All Nottingham Cycle Parks cards remain the property of Nottingham City Council.
- Only one Nottingham Cycle Parks card will be issued per person.
- Nottingham Cycle Parks cards are invalid if altered or defaced in any way and may be withdrawn or a request made for a user to apply for a replacement.
- Only the registered name of the cardholder may use the Nottingham Cycle Parks card. Failure to comply with this condition may result in the cancellation of your Nottingham Cycle Parks account.
- If you require support with your access card, please email info@osltd.co
- Enquiries will be responded to within 3 working days.

Regardless of whether a customer accesses the Cycle Parks through smart credentials or access card:

- Nottingham City Council reserves the right to withdraw a Nottingham Cycle Parks subscription and its advantages from those who abuse other users, staff, or the facility.
- Misuse of the service, including improper use of the “Emergency Release” button, will lead to permanent exclusion form the scheme.
- Nottingham City Council reserves the right to withdraw a customer’s subscription and its advantages from any individual who is found to have made a false application.

Usage of Nottingham Cycle Parks

Nottingham Cycle Parks are strictly for **short-term** parking and **must not** be used for long-term storage. Nottingham Cycle Parks are for short-term use to ensure the accessibility and availability of spaces for as many users as possible. Regular audits of the cycle parks are carried out to assess the condition and cleanliness of the facilities and check they are being used correctly. Usage data is also analysed to understand capacity, average length of use of the Cycle Parks and identify any misuse.

Nottingham City Council will inspect each site regularly, to ensure that they are clean, tidy and in good working order.

Telephone numbers are displayed in each Nottingham Cycle Park for customers that require assistance. Do not use emergency release button unless advised to do so.

Cycles parked in the facilities which are determined by staff to be either abandoned or as stored on a long-term basis will have a tag placed on it without notice. This tag will inform user that they have 2 weeks to prove that they are not using Nottingham Cycle Park for long-term storage. The tag will have the team's contact details on it. If action is not taken after 2 weeks, the cycle will be considered abandoned and the cycle may be removed. By registering for this scheme, users accept our Abandoned Bike Policy which can be found [here](#).

Nottingham Cycle Parks are not for the storage of delivery bikes (e.g Deliveroo, Uber Eats etc.) or for storing delivery bags / boxes. Any delivery bikes left in any Cycle Park will be tagged to warn users they are not complying with the terms and conditions of use. In the event of repeated offences, the delivery cycle may be removed. Any delivery bags or boxes left in a Nottingham Cycle Park will be removed and disposed of.

Nottingham Cycle Parks are not to be used to store e-scooters as it is currently illegal to ride these vehicles on public land outside of Government-approved hire schemes such as the one operated in Nottingham (new operator launching Summer 2024). Any e-scooters left in any Nottingham Cycle Park will be removed immediately.

Nottingham Cycle Parks are not to be used for the charging of e-bikes. Any charging equipment in use or visible in the Nottingham Cycle Parks will be removed immediately.

Nottingham Cycle Parks are also not to be for storage of: mopeds, motor bikes and throttle-controlled electric bikes. If stored in a Nottingham Cycle Park, such vehicles will be removed immediately.

User charges

User charges for 2024/5 are as follows:

- Non-Direct Debit Customers: £12.00 for one year's subscription
- Direct Debit Payment (via GoCardless): £9.75 for one year's subscription. NB. From 1st April 2023, Direct Debit is not an option for new customers.

Nottingham Cycle Parks charges will be reviewed on an annual basis. Users will be given advanced notice of any changes.

Renewing your subscription

If customers pay for the yearly Nottingham Cycle Parks subscription via the Nottingham City Council website, customers will receive a reminder to renew two weeks prior to the renewal date. Once the renewal has been processed, customers will receive an email confirming the new renewal date.

If paying by Direct Debit, an annual notification of payment will be emailed to the customer from GoCardless - our Direct Debit provider. Upon Nottingham City Council receiving payment, customer's subscription will be renewed for 12 months from date of payment. No action will be required from the customer. Any questions regarding Direct Debit renewals should be sent to:

nottinghamcycleparks@nottinghamcity.gov.uk

If a customer does not renew their subscription within three months of expiry date, the customer will be deleted from our database. After this three-month grace period on our database, you will be required to register as a new customer.

Amending personal details

Nottingham Cycle Parks subscribers must notify the Nottingham Cycle Parks team of any changes to their home address or contact details. Users can do this by phone or email:

- Phone: 08453 701703 (Monday-Friday 9am-5pm. Please leave a Voicemail if no answer.)
- Email: info@osltd.co

Lost or stolen access credentials

If a customer has lost or have had access credentials for the Nottingham Cycle Parks stolen, this must be reported as soon as possible by phone or email:

- Phone: 08453 701703 (Monday-Friday 9am-5pm. Please leave a Voicemail if no answer.)
- Email: info@osltd.co

In the event of loss or theft of access credentials, we will cancel the customer's existing credentials to ensure it cannot be used by unauthorised persons.

If a customer uses an access card, there is a £10.50 charge for a replacement. This payment can be made at the Nottingham Tourism Centre on Smithy Row or by completing the replacement card form on the [Park Your Bike webpage](#). There is no charge for sending new smart credentials by email.

Replacement access credentials will be sent to customer within three working days.

Facilities

To facilitate essential maintenance and repair works to Nottingham Cycle Parks, access to affected locations may be temporarily withdrawn. Where possible users will receive two weeks' notice of any disruption caused by planned works.

We encourage users to report any damage or issues with any cycle parks to the Nottingham Cycle Parks team by phone or email:

- Phone: 08453 701703 (Monday-Friday 9am-5pm only. Please leave a Voicemail if no answer)
- Email: info@osltd.co

Nottingham Cycle Parks may be closed permanently due to factors including but not limited to; anti-social behaviour or misuse of Nottingham Cycle Parks, lack of usage of Nottingham Cycle Parks; removal of funding for Nottingham Cycle Parks. Should any permanent closures occur, users will be notified at least 2-weeks' in advance via email.

Damage/Theft

Cycles left in any cycle park are entirely at the user's own risk. Nottingham City Council and Oracle Surveillance Ltd are not responsible for any damage or theft to any property. To enhance the security of users' cycles, it is recommended that cycles are locked to the cycle stands in the Cycle Parks using D-Locks.

CCTV is in operation at all our Cycle Parks. Images may be used to assist with the prosecution of offenders. For further information on how data is used please read Nottingham City Council's Privacy Statement which is available [here](#).

Nottingham City Council and Oracle Surveillance Ltd will cooperate with the police on matters related to damage/theft, providing CCTV footage on request from the police as part of an investigation. CCTV cannot be shared with users.

Users are encouraged to report any suspicious behaviour to the police via the non-emergency number 101, or by 999 in the event someone is causing damage to the facility or attempting to steal a bike.