

REPORTING A PROBLEM WITH YOUR BVP BIKE

- Members have fifteen minutes from removing a bicycle from a bay to inspect the bicycle to ensure it is in full working order.
- If it is not in full working order the Member must email BVP Bike Hire on securityblythe@googlemail.com
- If a problem arises that prevents or limits the use of the bicycle or that may compromise any person's safety, you must immediately cease using the BVP Bike, immediately notify BVP Bike Hire team on securityblythe@googlemail.com
- You will need to provide the bike number, and a brief description of the fault to BVP Bike. You must not attempt to repair any BVP bicycle or commission any third party to repair any BVP bicycle. If the BVP bicycle is so badly damaged that it cannot be deposited in a bay at a Dock, you must call the emergency support line on [0121 733 3421](tel:01217333421)

