

Bicycle management form

Queensland Rail supports active transport and provides bicycle compounds and individual bicycle lockers at most stations across the City Network. You can self-manage your bicycle storage on the internet, giving you the flexibility to book, renew and cancel your bookings at a time that's convenient to you.

Simply go to queenslandrail.com.au/bikelocker to get started. You can register for email or SMS alerts on your locker management. A refundable \$50 deposit applies. See the Terms & Conditions overleaf. If you do not have online access please complete this form and return it to your station. For more information call TransLink on **13 12 30**, anytime.

Please tick the service request you require:

New booking Booking renewal New key and deposit payment Cancellation and deposit refund

You must complete all fields below:

Locker/compound location: _____

First name: _____ Last name: _____

Address: _____ Postcode: _____

Email address: _____

Mobile phone number: _____ Landline: _____

Spaces requested: Lockers Compound spaces

Term: Up to 90 days Booking start date (subject to availability): ____/____/____

Security photo identification:

Type: _____ Number: _____

I am happy to receive special offers from Queensland Rail and its partners.

Yes No

Applicant's signature^: _____ Date: ____/____/____

^Please read the Terms and Conditions overleaf (Booking and Payment Policy, General Policy, Refund Policy and Travelling with your bike on trains) before signing this form. If you do not understand any of the conditions please speak with station staff.

OFFICE USE ONLY

Booking, renewal or new key and deposit payment

1. Security photo identification verified: Yes
2. Locker key number: _____
3. Deposit paid (amount): \$ _____
 - (i) Received by officer: Yes No
 - (ii) Verified by officer online: Yes No

Refund of deposit

1. Received in cash: \$ _____ Date: ____/____/____
2. Key holder signature: _____

Approval

1. Officer name: _____
2. Service number: _____ Date: ____/____/____
3. Officer signature: _____

Update online system within 24 hours.

 **Queensland Rail**



Terms and Conditions

Booking and payment policy

1. When making application for a bicycle locker or bicycle compound parking space, applicants must produce identification that Queensland Rail, in its sole discretion, deems sufficient to positively identify the applicant and their current residential address. The applicant must not produce identification which is false or inaccurate or belonging to another person.
2. Applicants must inform Queensland Rail of any change of contact details.
3. When applying using the application form, or online, the \$50 deposit must be made before or at the time of collecting the key at the station.
4. Approval to use a locker is for up to 90 days only and applicants must renew their applications before expiration to ensure continuation of use and non-forfeiture of their deposit.

General policy

1. Bike lockers and compound parking are provided at selected Queensland Rail stations for the exclusive use of Queensland Rail customers. To ensure individual use of a locker or compound space, customers are required to submit the form or register online and pay a refundable deposit of \$50.
2. The number of bike lockers and compound parking varies at each station. Lockers and compound spaces will be issued on a "first in, first served" basis, subject to availability and successful completion of an application. If a locker or compound space is not available at the time of application, the applicant can register their interest and their details will be retained for contacting when a locker or compound space becomes available.
3. Lockers and compound spaces must not be used for any purpose other than storing or securing a bicycle or associated equipment.
4. Lockers or compound spaces will only be issued to persons 18 years of age or older. The person in whose name the locker is issued is responsible for the use of the locker. (Parents/guardians may obtain lockers for the use of their children but the parent/guardian will be held responsible for the lockers use).
5. All lockers should be kept locked at all times.
6. If the key is lost, Queensland Rail will make every effort to release the bicycle or associated equipment. The applicant's \$50 deposit will be forfeited to replace the lock and key, and a new \$50 deposit will be required at the time of collection of the replacement key for continued use of the locker or compound space.
7. Queensland Rail reserves the right to open and inspect a locker if there is any doubt as to a locker's use, or to carry out necessary maintenance. If Queensland Rail reasonably believes the locker or compound space is used infrequently, Queensland Rail reserves the right to change the lock and reissue the locker or compound space.
8. The holder must make every effort to keep their locker or compound space free of litter and debris and use reasonable endeavours to ensure the immediate surrounds are kept clean and tidy.
9. The holder uses the locker and compound at their own risk.
10. The applicant agrees and acknowledges that Queensland Rail accepts no liability for damage or theft of property from the facilities provided.
11. Queensland Rail reserves the right to amend these Terms and Conditions at any time.
12. Any damage to the locker or compound or loss of key must be reported to:
 - i. a Queensland Rail Station Officer during working hours; or
 - ii. the Queensland Rail Maintenance Depot on (07) 3265 8521 (extended working hours).
13. Persons who have a locker or compound parking allocated to them must ensure that any other person/s, who they allow to use the locker, is fully aware of the Terms and Conditions.
14. Should the applicant not comply with any of the above conditions, Queensland Rail reserves the right to terminate this agreement at any time, and remove the contents to storage where it will be held until collected or disposed of through public auction. The lock will be changed and the locker or compound space reallocated to another applicant. The \$50 deposit will be forfeited.

Refund policy

1. The \$50 deposit will be refunded :
 - i. when holder returns the key and cancels the booking at any time prior to the expiration of the term; or
 - ii. when a holder returns the key within 7 days after the expiration of the booking term.
2. The deposit will be refunded, reduced by any amounts claimed by Queensland Rail under the terms of this agreement that have not been reinstated.

Travelling with your bicycle on trains

1. You are permitted to travel on a Queensland Rail city service with your bike at all times during weekends and public holidays.
2. Bicycles are permitted on Queensland Rail city services on weekdays at all times, excluding the following peak times due to safety, customer service, cleanliness and capacity issues:
 - i. Between 7.00am and 9.30am towards the CBD; and
 - ii. Between 3.00pm and 6.30pm outwards from the CBD.
3. To avoid travelling during these peak times, all customers with bicycles must complete their morning journey by 7am toward the CBD and complete their afternoon journey from the CBD by 3pm.
4. During these peak times and flow, customers with bicycles are permitted to travel in the opposite direction avoiding the specified peak times and flow above.
5. During peak hours, bicycles will not be permitted to pass through the CBD (Fortitude Valley, Central and Roma Street).
6. Customers with fold-up bicycles are permitted to travel at any time as long as their bicycles are contained in a carry bag and are within the following dimensions, 79cm x 59cm x 36cm.

If you are found travelling with a bicycle during peak flow times, you may be asked to leave the train until an appropriate service is available.