

Cycling For Everyone Programme – Free Minute Bundles for use on West Midlands Cycle Hire Scheme Terms and Conditions

1. Introduction

- 1.1 These Terms and Conditions apply to the issue and use of the free Minute Bundles issued as part of the Cycling for Everyone Programme's ("Programme") for use on the West Midlands Cycle Hire Scheme ("WMCH Scheme").
- 1.2 West Midlands Combined Authority ("WMCA") may at its discretion and at any time amend any part of these Terms and Conditions. All revised Terms and Conditions will apply immediately, and it is the Customer's responsibility to regularly review the Terms and Conditions in case there are any changes.
- 1.3 The Customer must comply with these Terms and Conditions when using the Minute Bundles on the WMCH Scheme as well as the WMCH Scheme Terms and Conditions issued on the Beryl App.

2 Definitions

2.1 For the purposes of these Terms and Conditions the following definitions shall apply:

"WMCA" means the West Midlands Combined Authority of 16 Summer Lane, Birmingham B19 3SD.

"Programme" means the Cycling for Everyone programme administered by WMCA that provides cycling support to eligible Customers.

"Minute Bundle(s)" means the minute bundle(s) issued to a Customer via a code for use on the WMCH Scheme as part of the Programme.

"Customer" means an eligible user of Minute Bundle(s) to be used on the WMCH Scheme issued through the Programme.

"WMCH Scheme" means the West Midlands Cycle Hire Scheme comprising a fleet of bicycles (including e-bikes), docking stations and geostation facilities and supporting infrastructure operating within the geographical boundaries of the West Midlands as implemented by WMCA and the Scheme Operator on behalf of WMCA.

"Scheme Operator" means the service provider engaged by WMCA to operate and maintain the WMCH Scheme, being Serco Limited.

"Beryl App" means the app used by a Customer to access the WMCH Scheme.

3. General conditions of issue and use

- 3.1.** As part of the Programme, WMCA are providing up to ten (10) free Minute Bundles for use on the WMCH Scheme to eligible Customers. Each Minute Bundle will consist of 100 free minutes for use on the WMCH Scheme.
- 3.2.** The Minute Bundles issued as part of the Programme are only available in respect of the minutes set out above. Customers will be required to pay for any additional costs that might be charged for their journey.

- 3.3.** The Minute Bundles can be used for either a pedal bike or e-bike as part of the WMCH Scheme. A map of the areas covered by the WMCH Scheme is available on the West Midlands Cycle Hire station map web page. Customers will not be charged a fee to unlock a pedal bike, however an unlocking fee will be charged in respect of an e-bike which will not be covered as part of the Minute Bundles.
- 3.4.** Subject to the eligibility criteria set out in clause 4, Customers shall receive an email from WMCA confirming the successful application and will be provided with a link to a code for their first Minute Bundle to access the WMCH Scheme. The Customer can access the Minute Bundle by adding the code to their customer account in the Beryl App. The Customer must agree to the separate terms and conditions in the Beryl App to be able to use the WMCH Scheme.
- 3.5.** The first Minute Bundle shall become active once the Customer enters the code in the Beryl App. The Customer can access other Minute Bundles by clicking on the link in their original email and selecting 'claim another code'. The Customer can do this up to ten times subject to availability. New codes can be accessed 24 hours after a Customer has added a code in their account in the Beryl App. Minutes from a code will rollover and be added to any minutes remaining on the Customer's account in the Beryl App.
- 3.6.** The Customer shall be sent an email reminder to claim the codes two months after the date of their application or until 30th November 2022.
- 3.7.** Where the Customer does not activate their Minute Bundle(s) using the link provided in the email, the Customer shall not receive any further codes to the Minute Bundles.
- 3.8.** Any Minute Bundles issued as part of the Programme for use on the WMCH Scheme are subject to availability. Minute Bundles will be available on a first come first served basis from the date the application goes live up to and including 30th November 2022 or until all available Minute Bundles have been assigned to eligible Customers. Any Minute Bundles not applied for or added to the Customer's account in the Beryl App by 30th November 2022 will be deactivated on 1st December 2022.
- 3.9.** In the event that a Customer's circumstances change (e.g. hours worked) and they no longer meet the eligibility criteria for the Programme as set out in clause 4, the Customer must not activate any further Minute Bundles. In the event that a Customer has an active Minute Bundle but is no longer eligible, the Customer may continue to use the Minute Bundle without being charged but must not activate any further Minute Bundles.
- 3.10.** Any Customer found to be using the Minute Bundles fraudulently may be charged for minutes used on the WMCH Scheme and liable for prosecution.
- 3.11.** WMCA may at its sole discretion and at any time and without notice to the Customer, deactivate, cancel or suspend the right to use the Minute Bundles on the WMCH Scheme issued as part of the Programme or refuse to renew the Minute Bundles if WMCA has reason to believe that the Customer is in breach of these Terms and Conditions and or the WMCH Scheme Terms and Conditions and or any applicable legislation or regulations. In such circumstances, the Customer may be charged for any bundles of West Midlands Cycle Hire minutes issued. WMCA

does not accept any liability for the direct or indirect loss arising from any deactivation, suspension or cancellation in accordance with these Terms and Conditions.

4. Eligibility criteria

4.1. The applicant must:

- 4.1.1.** be living in an eligible local authority ward within the West Midlands;
- 4.1.2.** be aged 16 or over;
- 4.1.3.** have an individual income up to £30,000 before tax or receive UK income assessed government benefits;
- 4.1.4.** not be getting support with travel costs for cycling apart from between 27th July 2022 to 8th August 2022;
- 4.1.5.** not be eligible for a cycle to work scheme which helps employees buy a bike;
- 4.1.6.** not own a suitable working bike;
- 4.1.7.** provide proof of eligibility; and
- 4.1.8.** apply for travel support through the Programme.

4.2. The applicant can only apply for travel support online. The applicant will need to provide:

- 4.2.1.** Proof of income or UK income assessed government benefits; and
- 4.2.2.** Proof of address.

4.3. The proof of income or benefits must include:

- 4.3.1.** the applicant's name;
- 4.3.2.** applicant's address;
- 4.3.3.** applicant's wage or name of the applicant's benefit;
- 4.3.4.** a date within the last 12 months; and
- 4.3.5.** an official company letter head or e-signature.

4.4. Proof of benefit can include one of the following:

- 4.4.1.** employment support allowance (ESA);
- 4.4.2.** universal credit;
- 4.4.3.** child benefit;
- 4.4.4.** housing benefit;
- 4.4.5.** job seekers allowance (JSA); or
- 4.4.6.** other UK income assessed government benefit.

4.5. A screenshot of an email or a photo of a letter will be accepted by WMCA as proof.

5. Processing

5.1. The applicant/ Customer will be contacted if any of the supporting evidence is unsuitable. New evidence must be submitted within five (5) working days.

5.2. Applicants/ Customers can get advice about their application or renewing their Minute Bundle(s) by contacting TfWM Ticketing services. Email ticketing@tfwm.org.uk or call 03453036760. Opening hours are Monday, Tuesday, Thursday, Friday 8am to 6pm. Wednesday 10am to 6pm and Saturday 9am to 1pm.

5.3. If the applicant has not received their travel support or had an acknowledgement of their application being accepted within five working days, they must contact TfWM Ticketing services. Email ticketing@tfwm.org.uk or call 03453036760. Opening hours are Monday, Tuesday, Thursday, Friday 8am to 6pm. Wednesday 10am to 6pm and Saturday 9am to 1pm.

5.4. The WMCH Scheme is operated and maintained by the Scheme Operator. If you have any questions about the WMCH Scheme, contact [West Midlands Cycle Hire](#).

6. Fraud

6.1. Numerous attempts to enter different data to meet the eligibility criteria will result in any such referral being scrutinised by an administrator. In such cases, the offer of support may be delayed.

6.2. The Customer's entitlement to use the Programme will be affected if used fraudulently.

6.3. Duplicate applications are identified as part of the application process. Any duplicate applications will be scrutinised by an administrator. In these cases, the administrator will contact the applicant and the applicant may be charged for any active travel support issued through the application process.

7. Liability

7.1. WMCA shall not be liable for any loss, damage, expenses, claims, liability or costs which the Customer may suffer or incur in connection with:

7.1.1. the issue or use of the Minute Bundles including but not limited to the Minute Bundles failing to reach the Customer;

7.1.2. a refusal to issue or delay in issuing a Minute Bundle through the Programme;

7.1.3. any charges incurred for a justified reason, including but not limited to suspicion of fraud or misuse; and

7.1.4. any loss or damage suffered as result of the Customer failing to inform WMCA that the Minute Bundles have been lost or stolen.