

# **FAQs - What it's all about...**

## **What is ARTBIKES?**

ARTBIKES lends art lovers like you a bike for free so you can pedal your way around the City of Clarence in a fun and environmentally-friendly way.

## **Where do I get an ARTBIKE?**

The ARTBIKES are available from:

Rosny Farm  
Rosny Hill Rd  
Rosny Park (adjacent to Eastlands shopping centre)

Wednesday – Sunday, 11:00 am - 4:30 pm

## **Can I book an ARTBIKE?**

No, the ARTBIKES are offered on a first in, first served basis.

## **How long can I keep an ARTBIKE?**

You can use an ARTBIKE for the day. Day use is free and you can use the bike for the whole day or a couple of hours - it's up to you.

If you want to keep the bike overnight that is fine too. For the cost of \$22 you can pick your bike up in the morning and return it the next afternoon subject to the pick-up and return times shown.

Or if you want the bike for the weekend that will cost \$44. You can pick up the bike on Friday morning at 11.00am and return it by 4.30pm on Sunday.

## **Do I have to bring my own helmet?**

No. You will be issued with a helmet, lock and map as well as a state-of-the-art, Dutch designed Vanmoof bike. The bikes are simple, light and strong and are available in male and unisex models.

## **Do I have to wear a helmet?**

Tasmanian road rules require that every cyclist wears a helmet. If you do not wear a helmet you may get a fine from the police, for which you will be responsible.

## **Are the helmets clean?**

You bet! Helmets are disinfected after each use.

## **Where can I go?**

You can use your ARTBIKE to visit all or any of the suggested experiences on the Clarence Foreshore Trail or further afield but we recommend you do not take your ARTBIKE on the Tasman Highway.

## **What do I lock my ARTBIKE up to?**

If there are no bike racks available at your destination you can lock your bike to anything that will make it secure and which doesn't break the law. Note that you must lock up your helmet and bike whenever you are not riding it and, if you're keeping it overnight, you must keep the bike secure.

## **What do I need to supply to get an ARTBIKE?**

To secure an ARTBIKE you will need:

- a current credit or debit card (prepaid cards not accepted)
- photo identification showing your current address
- to be over 140cm tall for the unisex bikes and over 150cm tall for the male bikes
- to be accompanied by a parent or guardian if under 18
- to sign a Hire Agreement.

## **How do I know if I have a debit card?**

Debit cards are also known as a 'Visa Debit card' or 'Debit MasterCard' – the card will have the word 'debit' written on the front.

If using a debit card we will need to place a hold of \$950 on the account for the duration of the bike hire as security, in much the same way as a hotel does when you check in. This balance will need to be available when placing the hold and we will authorise the bank to be released the hold as soon as the bike is returned in working order. It is important to note however that some banks can take up to 5 days to release the hold funds.

Contact your financial institution for more information.

## **Why do you need my credit or debit card if ARTBIKES are free?**

Because you will be liable for costs if the ARTBIKE is:

- returned late (\$50/day)
- not returned, requiring the bike to be retrieved (\$50)
- excessively dirty (\$35)
- returned without its helmet or lock (\$48 ea)
- damaged or stolen and you are found to be liable for the damage or theft (up to replacement cost of \$950).

## **Will my credit or debit card information be kept safe?**

All credit or debit card information is kept in a secure location until the ARTBIKE is returned, at which point it will be destroyed.

## **What to do if the wheels fall off...**

### **What if something happens to the ARTBIKE?**

The Royal Automobile Club of Tasmania (RACT) supports ARTBIKES with its free Bike Assist roadside service, so... if you get a puncture, if the chain comes off, or if the ARTBIKE can't be ridden because of a mechanical problem or crash, call the RACT and tell them you're an ARTBIKE rider - 13 11 11.

The RACT will come to help you and, if the problem can't be fixed on the road, it will get you and your ARTBIKE back to the bike drop off location. You must stay with your bike at all times, including while you are waiting for the RACT.

### **What if my ARTBIKE gets stolen?**

You must keep the bike locked securely at all times when you are not riding it. If the bike is stolen you must report it immediately to the police and provide Clarence City Council with a copy of the police report. If your bike was stolen because it was not secured or if you do not provide a copy of the police report, you will be charged \$950 to replace the bike.

### **What if I get hit by a car?**

If medical assistance is required, dial 000 for emergency help. Report the accident to the police immediately, then contact either Clarence City Council 6217 9607 weekdays to complete an accident report form. Ensure all details of third parties, witnesses and police that attend at the scene are recorded. Do not admit liability. You will be held responsible for costs incurred for damage to the ARTBIKE if you fail to complete an accident report form. When you rent an ARTBIKE, Third Party Liability cover for bodily injury is provided in accordance with the legal requirements of Australia.