

## FAQs – Deloitte RAB Bike Transport

### /Who is managing the Deloitte RAB Bike Transport?

European Bike Express (EBE) are managing Deloitte RAB Bike Transport. EBE have years of experience in transporting bikes for both events and cycling holidays so are a very trusted supplier of the Event.

### /Where and when do I need to drop off my bike before the event?

There are a number of designated regional hubs located across the UK for you to choose from. These are as follows, and collections take place at each location on a specific day between Sunday 2<sup>nd</sup> September 2017 – Friday 8<sup>th</sup> September 2017.

DATE	DROP OFF	LOCATION	FROM	TO
Saturday 2 <sup>nd</sup> September	Edinburgh, Musselburgh Services	One Side Only	13:45	14:45
Sunday 3 <sup>rd</sup> September	Middlesbrough Depot – Stokesley	Roseberry Court, Stokesley Business Park, Stokesley.TS9 5QT	18:45	19:15
Sunday 3 <sup>rd</sup> September	Leeds, Ferrybridge Services	One Side Only	20:30	21:15
Wednesday 6 <sup>th</sup> September	Nottingham, Donington Park Services	One Side Only	08:00	09:00
Wednesday 6 <sup>th</sup> September	Cambridge, Cambridge Services (A14)	One Side Only	12:00	13:30
Wednesday 6 <sup>th</sup> September	Manchester, Knutsford Services (M6)	Southbound	12:30	14:00
Wednesday 6 <sup>th</sup> September	North London, South Mimms Services	One Side Only	16:00	17:45
Wednesday 6 <sup>th</sup> September	East London, Thurrock Services	One Side Only	19:30	20:30
Thursday 7 <sup>th</sup> September	Birmingham, Hopwood Park Services	One Side Only	07:15	08:15
Thursday 7 <sup>th</sup> September	Central London, Finsbury Square	NCP Car Park	09:30	18:00
Thursday 7 <sup>th</sup> September	Newbury, Chieveley Services	One Side Only	10:30	11:15
Thursday 7 <sup>th</sup> September	South West London, Cobham Services	One Side Only	13:15	20:00
Thursday 7 <sup>th</sup> September	Bristol, Gordano Services	One Side Only	18:45	19:00
Thursday 7 <sup>th</sup> September	Southampton, Rownhams Services	Westbound	20:45	21:30
Friday 8 <sup>th</sup> September	Taunton, Taunton Deane Services (M5)	Southbound	09:20	09:50

\* Recently updated

**/Do I have to book for return transfer, or can I just book one way?**

You can either book your bike onto a bike transfer as a one way, or return option.

**/When will I need to pick up my bike after Deloitte RAB?**

Your bike will be returned to the below regional hubs at each location on a specific day between Monday 18<sup>th</sup> September 2017 – Thursday 21<sup>st</sup> September 2017.

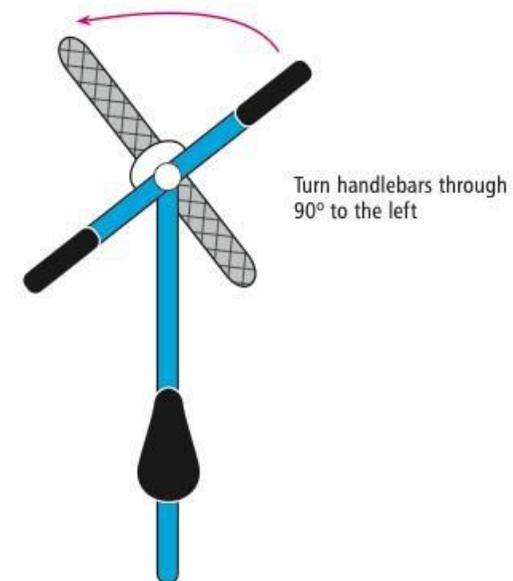
DATE	PICK UP	LOCATION	FROM	TO
Monday 18 <sup>th</sup> September	Edinburgh, Musselburgh Services	One Side Only	13:15	13:45
Monday 18 <sup>th</sup> September	Manchester, Knutsford Services (M6)	Southbound	18:00	18:45
Monday 18 <sup>th</sup> September	Leeds, Ferrybridge Services	One Side Only	19:00	20:00
Monday 18 <sup>th</sup> September	Birmingham, Hopwood Park Services	One Side Only	20:45	21:30
Tuesday 19 <sup>th</sup> September	Newbury, Chieveley Services	One Side Only	09:00	10:00
Tuesday 19 <sup>th</sup> September	Nottingham, Donington Park Services	One Side Only	08:00	09:00
Tuesday 19 <sup>th</sup> September	Cambridge, Cambridge Services	One Side Only	12:00	13:15
Tuesday 19 <sup>th</sup> September	South West London, Cobham Services	One Side Only	13:00	18:30
Tuesday 19 <sup>th</sup> September	Southampton, Rownhams Services	Westbound	13:15	13:45
Tuesday 19 <sup>th</sup> September	North London, South Mimms Services	One Side Only	15:45	17:15
Tuesday 19 <sup>th</sup> September	Taunton, Taunton Deane Services (M5)	Southbound	16:45	17:15
Tuesday 19 <sup>th</sup> September	Bristol, Gordano Services	One Side Only	18:15	19:15
Tuesday 19 <sup>th</sup> September	East London, Thurrock Services	One Side Only	19:15	20:15
Wednesday 20 <sup>th</sup> September	Central London, Finsbury Square	NCP Car Park	10:00	18:30
Thursday 21 <sup>st</sup> September	Middlesbrough Depot – Stokesley	Roseberry Court, Stokesley Business Park, Stokesley. TS9 5QT	20:00	20:30

**/What happens if I cannot make the allocated time slot?**

The time slots at each drop off/ pick up point are fixed and cannot be stretched. All the vehicles are running to a schedule and will need to leave at the allocated times. If you are struggling to find a time that suits you, please contact the European Bike Express office Monday – Friday on 01430 422111 between 10:00-16:00 or Tricia on 07903 819463 outside of these hours.

**/How do I need to pack up my bike?**

You can pack up your bike using pipe lagging (plumbing insulation) – please see diagram below. Your bike will then be placed into the vehicle in a specialised loading system ensuring that your bike is secure and not in any position to touch another bike on the vehicle during transit, thus eliminating any damage.



### /Can I use a bike bag, or a bike box?

You do have the option to use your own bike bag or a bike box, however pipe lagging is advised due to the specialised loading system used by EBE within the vehicles. If you do use your own bike bag/ bike box, you will need to pay an additional fee of £20 when booking, to cover the transport of the bag/ box from Land's End to JOG. Bike bags and bike boxes will be transported direct from Land's End to JOG and therefore will not be accessible during the Ride at any point (you cannot use these for additional luggage space).

### /How should I prepare my bike before I drop it off?

It is essential that you:

- Remove both pedals (you will need to carry your pedals separately in your overnight bag that you bring with you to the Ride).
- Cover all tubular sections with pipe lagging (sold at a hardware store).
- Turn the handlebars through 90 degrees to the left (anticlockwise from above).
- Add your bike number to the front of your bike using the provided colour cable ties (you will receive this bike number and cable ties approximately 3 weeks before the Ride in plenty of time for your bike transport).
- Ideally we would prefer that you also lower your handlebars and saddle to the lowest setting where possible.
- The wheels need not to be removed.
- We prefer it if you do not lock your bike whilst it is in transit, as the bike lock could add potential for bike damage.

### /If I am transporting my own bike down to Land's End and back from JOG, are you able to transport my bike bag/ bike box for me from Land's End to JOG while I'm cycling?

Yes. You can book transportation of a bike bag or bike box even if you are not using the bike transport. This will then be transported up to John O'Groats for you, so you can re-pack your bike at the end of the ride. These items will go direct from Land's End to JOG and will therefore not be accessible during the length of the ride (you cannot use this for additional luggage space).

The charge for transportation of your bike bag/ bike box is £20. Please [click here](#) to make your booking.



### /How do I mark up my bike with ID before I drop it off?

Approximately 3 weeks ahead of the ride you will be sent a bike number with coloured cable ties (relevant to the colour zone that you will be allocated to) with instructions of how to attach this to your bike for transport and for the Ride. If you have selected to use a bike bag/ bike box, you will also receive a label/ sticker to use on the outside to ensure you're your package is clearly identified. Please make sure that your address is up to date on your registration with Threshold Sports as this is where your labelling will be delivered.

### /Can I transport a bag with my bike?

Only your bike can be transported using this service.

### /Whom do I contact if I'm running late?

The vehicles need to run to a schedule and need to leave at the allotted times. If you are running late, please contact the European Bike Express office Monday – Friday on 01430 422111 between 10:00-16:00 or Tricia on 07903 819463 outside of these hours.

### /How will I recognise the Deloitte RAB vehicles at my chosen drop off/ pick up point?

All vehicles will be branded with the Deloitte RAB logo.

### /Who should I contact if there is no-one at the drop off/ pick up point?

Contact the European Bike Express office Monday – Friday on 01430 422111 between 10:00-16:00 or Tricia on 07903 819463 outside of these hours.

### /What date/ time will my bike arrive in Land's End?

Your bike will arrive on the morning of Friday 8<sup>th</sup> September 2017.

### /Where/ how will I find my bike once in Land's End?

You will be able to easily locate your bike in the secure Deloitte RAB bike storage area at the Land's End base camp. Your bike will be clearly labelled and will be in a colour zone (which you will be allocated to before the ride).

### /Where do I drop of my bike box/ bike bag or pipe lagging in Land's End to be transported to JOG?

The Deloitte Ride Across Britain truck will be located in the Land's End car park adjacent to the base camp. It will be clearly signposted from the base camp. Please ensure that you bike bag/ bike box is booked onto the service otherwise we will not be able to transport it for you. We will transport all pipe lagging ready for you to pack up your bike in JOG, however please note that you are not likely to get the same pipe lagging back.

### /Where do I drop off my bike in John O’Groats?

The truck will be located in an area close to the finish and will be clearly signposted.

### /How much does this cost?

- A return bike transfer service costs £112.00.
- A one-way bike transfer service costs £88.00.
- Transportation of a bike bag or bike box from LE to JOG costs £20.00.

### /How do I book?

This booking can only be made online on European Bike Express website, using the links below:

- [Return Bike Transport](#)
- [Single Bike Transport to Land’s End](#)
- [Single Bike Transport from John O’Groats](#)
- [Bike Bag/ Bike Box Transport Only \(from LE to JOG\)](#)

European Bike Express (EBE) accepts both credit and debit cards are accepted. Debit cards have a surcharge of 0.40% and Credit cards have a surcharge of 1.05% to cover bank fees. EBE accept Visa, MasterCard and American Express, there will be a 2% surcharge for the use of AMEX.

### /What happens if I want to cancel my booking – can I get a refund?

Unfortunately we do not offer refunds for any booking.

### /Is my bike insured whilst it’s being transported?

Whilst in our care, your bike is insured up to a value of £1500 for damage or theft whilst in transit and on European Bike Express vehicles. If the value of your bike exceeds this amount, extra insurance will be required and we fully recommend that you take out personal bike insurance for Deloitte RAB.

### /When is the latest that I can book this transfer?

The latest date that you can book your travel arrangements is Friday 28<sup>th</sup> July 2017.