



Dear

Further to our recent conversation regarding our electric bike library I have included some points to consider regarding the loan process and electric bike specifications below. Our electric bikes are free to borrow but we can only offer them subject to availability, terms and conditions.

I have booked you the \_\_\_\_\_ electric bike. An information sheet about the bike is attached with this document.

As discussed we have provisionally booked the bike between \_\_\_\_\_ and \_\_\_\_\_.

Please confirm receipt of this email within 5 days. Please note without this confirmation we will allocate the bike to a different user and you will need to make another booking.

**Please contact us the day before to give us an idea of what time you will arrive.** You will find our address and opening times at the bottom of this email.

#### **Electric Bike Library– General Information**

- Library customers must be competent cyclists. Please speak to member of the Hub team if you are not.
- Loan periods can be between 3 days and 3 weeks (subject to availability).
- Library bikes must only be used for commuting and light leisure activities in line with the type of bike you have loaned (the Hub team can advise on appropriate use). Only the e-mountain bike should be used for mountain biking off road.
- Library bikes can only be used & taken on trial once a **PHOTO ID & PROOF OF ADDRESS** has been provided and a **BOOKING FORM** has been signed at uplift/delivery.
- Library bikes must be locked in a dry environment when not in use.
- When not in use or unattended the battery must be removed and stored at room temperature as extremes of hot or cold can damage the lifespan of the battery. The

battery should be charged after each use in order to keep the battery in good condition.

**Route planning**

Information about planning cycle routes can be found on our website:

<http://www.stirlingactivetravelhub.org/services/route-planning/>

**Funding to buy your own electric bike**

There is currently an interest free loan available to help you purchase an electric bike for more information on this scheme please contact Home Energy Scotland on **0808 808 2282**

<http://www.energysavingtrust.org.uk/scotland/grants-loans/ebike-loan>

Attached with this confirmation is a booking form. Please bring a completed booking form with you with the required forms of ID or the booking form can be completed when you collect the bike.

Regards,

**Name**

**Job Title**

Stirling Active Travel Hub  
Stirling Train Station  
Goosecroft Road  
Stirling  
FK8 1PF  
Tel. 01786 474160  
[www.stirlingactivetravelhub.org](http://www.stirlingactivetravelhub.org)

**Opening hours:**

Tuesday to Friday 10am-5pm

Saturdays 10am – 4pm

Collection or return of your electric bike may be possible out with these times but only by prior arrangement with Hub staff.

