

These VeloPark Terms and Conditions are incorporated into Lee Valley Regional Park Authority's [Standard Terms and Conditions of Sale](#) which apply to all purchases. Words defined in the Standard Terms and Conditions of Sale have the same meaning in these VeloPark Terms and Conditions. If you are unsure as to whether you are able to take part in any activity, or you have any questions concerning these VeloPark Terms and Conditions, please contact us before booking.

For the purpose of these VeloPark Terms and Conditions:

- Track Centre means the inner section of the Velodrome track.
- Velodrome means the actual building and inside areas of the velodrome at the VeloPark.
- VeloPark means the whole of Lee Valley VeloPark including the Velodrome, BMX track, Road circuit, Mountain Bike trails and all internal and surrounding areas owned, occupied or used by the Authority.
- you means the customer, being any person taking part in any activity at the VeloPark.

1. Important Notices

- 1.1 Cycling carries inherent risks. You accept these risks and are responsible for your own actions and involvement.
- 1.2 You must be able to ride a bike without stabilisers to take part in any activity at the VeloPark.
- 1.3. By entering the VeloPark, you have accepted, and agreed to comply with, these VeloPark Terms and Conditions.
- 1.4 If you do not act in accordance with these VeloPark Terms and Conditions you may be asked to leave the VeloPark without any entitlement to a refund.
- 1.5 In making a booking on behalf of a group, you are responsible for ensuring all group members comply with these VeloPark Terms and Conditions.
- 1.6 Riders completing any stage of the track accreditation pathway, including the taster must ride the track within a six month period to continue the accreditation process. Unaccredited riders who have not ridden the velodrome track within 6 months will need to repeat the stage they last completed. Stage 4 accredited riders are recommended to ride the velodrome track at least once every 12 months to maintain their accreditation status.

2. Cancelling or re-scheduling a booking

- 2.1 If you decide to cancel your booking you will not be entitled to a refund. However, if you give us at least 5 days' notice, we will try to re-schedule your original booking to another time. An administration fee of £5.00 per rider will be payable to re-schedule your booking. Bookings can only be rescheduled once.
- 2.2 If you give us less than 5 days' notice, we will not be able to re-schedule your booking (and you will not be entitled to a refund).
- 2.3 Booking more than six spaces per session is not permitted. Bookings with more than six spaces will be cancelled and no refund or rescheduling will be offered.
- 2.4 As stated in the Standard Terms and Conditions of Sale, all purchases are non-transferable and are not for resale.

3. Young cyclists

- 3.1 Children aged 11 and under are not allowed on the Velodrome track unless part of an affiliated club session or course.
- 3.2 Children aged 11 and under must be accompanied and supervised at all times by a parent/guardian while at the VeloPark.

- 3.3 Should the child be participating in a 'coached' session the parent / guardian should remain in the area indicated by the coach during the safety briefing and / or follow meeting instructions given.
- 3.4 Children aged 12 and over do not require parent / guardian supervision however it is strongly recommended.
- 3.5 Pay and ride times are available to children on the Road circuit, the Mountain Bike trails and skills section and the BMX and Pump tracks if they are accompanied as follows:

Activity	
Road circuit and Mountain Bike trails / skills section	Aged 5 to 11 years - by 1 adult cycling with up to 2 children
BMX / Pump track	Aged 7 to 11 years - by 1 adult supervising up to 2 children from the viewing areas

- 3.6 Children under the age of 18 must provide a signed parental/guardian consent form to participate in any activity.
- 3.7 Children under the age of 18 must be accompanied by an adult for VeloStudio sessions.
- 4. Bike safety information and guidance**
- 4.1 If the activity involves a safety briefing, you must arrive in time to take part in the briefing in full before cycling. In our experience, being fitted for the right bike and equipment before a session can take approximately 30 minutes.
- 4.2 If you do not understand any aspect of the safety briefing given to you, please ask for clarification at the time of the briefing, before you cycle.
- 4.3 Each hire bike can only be used for the activity for which it has been designed.
- 4.4 You must not take any bike hired from us outside of the VeloPark (which includes the car park). Please note that all our bikes are computer-chipped.
- 4.5 Bikes must not be ridden inside the Velodrome other than on the track and in the Track Centre. Bikes should also not be ridden on the external concourse.
- 4.6 You must only cycle in the direction of travel indicated for each activity.
- 4.7 We advise you not to eat within 2 hours of the start of your session. We also advise you not to eat or chew gum whilst cycling.
- 4.8 If you weigh more than 109 kgs (17st 2lbs) or are under 1.3 metres (4ft 5in) tall and want to hire a bike from us, please call us before making a booking so that we can discuss your requirements.
- 4.9 If you are using the Mountain Bike trails we recommend you 'buddy up' with another cyclist for safety. We also recommend that you keep your mobile phone with you on the Mountain Bike trails, in case of emergencies.
- 4.10 You will need to have successfully completed the BMX taster session which is used as the induction to our pay and ride sessions.

4.11 Cycling while pregnant is only permitted on the outside road circuit for health and safety reasons.

5. Bringing your own equipment

5.1 The Authority reserves the right to inspect your bike and equipment. Please ensure your bike is clean. If, in our staff's opinion, your bike or equipment is not suitable for your activity, where possible, you will be able to hire a bike or equipment from us so that you can take part.

5.2 If you choose to use your own bike/equipment, you do so at your own risk and the Authority will not be liable for any damage or loss to it while it is at the VeloPark.

Helmets

5.3 Cycling helmets must be worn for all activities except VeloStudio sessions. All helmets must meet the applicable British safety standard (currently BS EN 1078:1997).

5.4 Helmets must be correctly fitted, in good condition and display CE markings.

5.5 Your helmet must not have a peak or anything attached to it if you are using the Velodrome track. You are allowed to attach a camera to your own helmet for the outdoor activities.

5.6 You must have a full-face helmet if you are using the BMX track.

Bikes

5.7 Your bike must be suitable for the specific activity you have booked.

5.8 The specifications required for each activity will be:

Velodrome track bikes

- only purpose built track bikes may be ridden on the velodrome track
- the bike must be in good condition and undamaged
- the bike must be the correct size for the rider
- the bike must have a fixed wheel drivetrain
- 165-170mm cranks with a bottom bracket height of 285mm or greater (measured from floor to centre of bottom bracket)
- the frame must not have braze-ons or extraneous fittings
- the frame must have track ends
- tyres/tubulars must be in good condition
- tyres/tubulars must be 21-25mm wide
- tyres/tubulars must not have coloured tread
- tyres/tubulars must be cleaned before entering the track
- no michelin tyres/tubulars or other dual compounds are not permitted
- tyres/tubulars must be correctly inflated to the manufacturer's specifications
- tubulars must be correctly glued and not taped
- new tyres/tubulars must be cleaned with white vinegar or isopropyl alcohol prior to use on the track
- tyres that have been used outdoors must be cleaned with a damp cloth and dried before riding the track.
- the wheels must be of the same size front and rear
- the wheels must be spoked (not disc) for all taster and accreditation sessions
- the handlebars must be drop bars and have bar tape/grips and bar-ends (aerobars are permitted only in specific sessions)
- brake levers or callipers must not be fitted
- spare sprockets must not be fitted to double sided hubs

- quick release wheel axles are not permitted
- wheel axles should not extend beyond the track nuts
- mandatory gearing for all riders on taster sessions - 84" (47x15 or 50x16)
- the chain tension should be tight enough to avoid derailing but not so tight it 'binds' the drivetrain
- chain, sprocket and chainring should not be excessively worn
- devices such as bike computers or digital displays must not be fitted
- pedals must be either:
 - road/track specific clipless pedals with adequate tension and cleats in good condition, or:
 - traditional pedals with toeclips and straps
 - other pedal types, including MTB/touring clipless pedals and Velcro strapped pedals are not permitted

• **BMX / Pump track bikes**

- only purpose built BMX bikes may be ridden on the BMX track
- a lever operated working rear brake
- no mounted accessories (mudguards, reflectors, stands or any other protruding parts) are permitted
- no stunt pegs/nuts on wheel axles are permitted
- wheel axles must not protrude more than 5mm past the hub nuts
- handlebar grips are mandatory and must cover the bar ends

• **Mountain Bike trail bikes**

- only purpose built mountain bikes may be ridden on the mountain bike trails
- two working brakes
- no stunt pegs/nuts on wheel axles are permitted
- handlebar grips are mandatory and must cover the bar ends

• **Road circuit bikes**

- only purpose built conventional and adapted bikes for cyclists with disabilities may be ridden on the road circuit during pay and ride sessions
- bikes must have working brakes, front and rear. Stabilisers are not permitted.
- stunt pegs/nuts on wheel axles are not permitted
- bar tape/handlebar grips are mandatory and bar ends must be plugged and covered
- vehicles with fairings, rickshaws, skateboards, third party hire bikes, roller blades and other wheeled based equipment are not permitted during pay and ride sessions*
- fixed wheel bikes must be fitted with a working front brake*
- * fixed wheel bikes without brakes, vehicles with fairings, skateboards, roller blades, etc are only permitted during specific allocated times or private hire bookings

6. **What to wear**

- 6.1 Gloves must be worn for cycling on the Velodrome and BMX tracks and we recommend them for all activities.
- 6.2 We recommend wearing close-fitting clothing with two layers on the upper body for all activities.
- 6.3 When cycling at the VeloPark you must wear a top at all times.
- 6.4 When cycling the velodrome track your shoulders must be covered.
- 6.5 When using the BMX track your arms and legs must be completely covered at all times and we recommend the use of body armour.

6.6 If you are hiring our cleat shoes you must wear socks.

6.7 To ensure your safety, we recommend removing all jewellery before cycling.

6.8 Using headphones, earphones or earpieces is not permitted while cycling.

7. Lee Valley VeloPark policies and information

7.1 The car park opening and closing times vary depending on the venue's programme, the car park is locked 15 minutes after the venue closes. Vehicles should not be left at the VeloPark overnight. Any vehicles left overnight may be removed and removal and/or storage charges applied.

7.2 No dogs other than guide dogs kept on leads may be brought into the VeloPark.

7.3 Only food and alcohol purchased from the cafeteria and vending machines within the VeloPark is allowed to be consumed within the Lee Valley VeloPark.

7.4 Smoking (including electronic cigarettes or any other artificial cigarettes or smoking devices) is not permitted anywhere within the VeloPark.

7.5 The general public are permitted to take photographs from the designated public viewing areas only. Professional photography is not permitted without prior written consent from Lee Valley VeloPark.

7.6 If you wish to use sound or video recording equipment within the VeloPark, prior written consent from Lee Valley VeloPark is required.

7.7 The Authority accepts no responsibility for the loss, theft or damage to any personal items brought into the VeloPark.

7.8 The Authority accepts no responsibility for any information displayed or broadcast in the VeloPark by any third party.

7.9 If you lose your Lee Valley membership card and need a replacement, a £5.00 administration fee will be charged.

8. Your responsibilities

8.1 Please follow all safety and information signs displayed around the VeloPark.

8.2 Any accidents or incidents should be reported to a member of our staff before you leave the VeloPark.

8.3 Please ensure the activity strap provided to you is attached to your helmet at all times.

8.4 Please treat the Authority's property and facilities with care at all times. Any bike or equipment hired from us remains your responsibility until you have returned it.

8.5 After your activity, please take your hire bike to the equipment hire room as soon as you can so that it can be checked. We reserve the right to seek to recover from you the cost of replacing or repairing damaged equipment.

8.6 Cleated shoes may only be worn within the Track Centre.

8.7 Please do not leave any items unattended. Please respect the changing rooms as they are used by a wide range of customers.

9. Respecting our staff and other cyclists

- 9.1 The Authority operates several activities simultaneously at the VeloPark and therefore the facility is shared by a range of different customer groups. Please respect other cyclists and be aware of your surroundings.
- 9.2 Please follow any instructions given by our staff.
- 9.3 Please do not distract others while they are cycling.
- 9.4 You must not spit or clear your nose onto the Velodrome track surface.
- 9.5 Dangerous or threatening behaviour will not be tolerated. If you are part of a group which causes a disturbance, the group will be treated as one and our staff have the right to remove the whole group from the VeloPark and no refunds will be given.

10. Merchandise

- 10.1 We will provide a full refund if the merchandise is returned unused and in unopened packaging within 14 days from the date of purchase.
- 10.2 In the event that the merchandise is faulty or damaged, a refund or exchange will be processed if returned within 28 days from the date of purchase.
- 10.3 You must retain and produce the original proof of purchase in order to exercise clauses 10.1 and 10.2.

The Authority reserves the right to amend these Lee Valley VeloPark Terms and Conditions from time to time and without notice.