

Bike Policy



Introduction

Cycling is a fantastic way to access our train services, which is why we've introduced more than 525 new secure cycle parking spaces at our stations, improved signage and continue to work closely with the communities we serve to make cycling an obvious choice for your journey to and from the station.

This guide provides you with all the information you need to combine cycling with your travel on TransPennine Express trains.

From **Sunday 19 May 2019** we're making it easier for you to take your bicycle on the train with you.

Cycling to/from the Station

The easiest, safest and quickest way to and from the station by bike is often not on the road. There are over 14,000 miles of cycle routes in the UK, and there are several organisations and websites which can help you to plan your route to make the most of them.

You can find out more information about these in the 'useful links' section at the back of this guide.

We advise that you use the cycle lanes where provided, and equip yourself with a helmet and lights. If you're not a confident cyclist, there are several cycling courses available led by various cycling organisations which you could try, or why not go cycling with a friend, family member or co-worker who may be a regular cyclist who can provide support. There are also a large number of organised rides, often on closed roads which give you the opportunity to get used to being on the road without worrying about traffic.

When you arrive at the station, you should dismount at a convenient place before entering the station building, giving consideration to pedestrian flows, and walk with your bike into the station.



In the Station

Our cycle parking has been located so that it's easy to find, and offers high capacity and good security. You'll be able to spot the cycle parking by looking for the Bike Shed.

Whilst in the station, we have a few rules for you to follow.

- ✓ Dismount before you enter the station
- ✓ Use the lifts or wheel ramps provided, or carry your bike up and down the stairs
- ✓ Keep away from the platform edge, and behind the yellow line
- ✓ If passing through a ticket barrier, use the wide ticket gates
- ✓ Arrive at the platform 10 minutes before your train arrives, so you're ready to board
- ✓ Check the screen or ask a member of staff where to stand, ready to board the correct carriage with cycle storage
- ✗ Don't ride your bike in the station or on the platforms
- ✗ Don't leave your bike unattended



Secure Cycle Parking

We've actively sought secure cycle storage solutions for our stations, with multiple locking points, so you can make sure your bike is secured.



CCTV Coverage

All the cycle racks at TransPennine Express stations are covered by CCTV to give you peace of mind whilst your bike is parked.



Repair Facilities

This symbol appears at any stations with a self-service repair stand, featuring basic tools such as screwdrivers, tyre levers and pumps



You can store your bike at the station by making use of one of our Bike Sheds. They're easy to spot with their distinctive branding.

In early 2018, we added over 525 new cycle storage spaces across our network, so it's never been easier to park your bike before you catch the train. We've also added a whole host of new features, and a handy set of icons to let you know what features are available at each station.



Bike Hire

You can hire at several our stations with staffed cycle parking facilities. Some even have electric hire bikes.



Shop

Some of our stations feature cycle shops, where you can buy parts and accessories, or have your bike serviced.

Types of Storage Racks

We have a few different types of bike storage racks at our stations.

Two-Tier Racks



Installed at a number of TransPennine Express stations, these high capacity secure racks meet the Fiets-Par-Keur standard.

Each station with two-tier racks has signage informing customers how to access the top racks, and how to secure their bike safely.

Semi-Vertical Racks



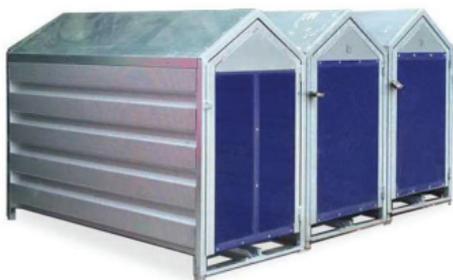
New to some TransPennine Express stations, these racks are easy to access with multiple locking points

Triangle Stands



New to some TransPennine Express stations, these variants on the Sheffield Stand offer high capacity secure cycle parking, with the added benefit of wheel cradles to help secure your bike safely

Lockers



Installed at some TransPennine Express managed stations, lockers offer a high level of security, and can be secured using a standard padlock. At some locations, access is only available through localised schemes.

Please see notices at the station for more details about these schemes.

Sheffield Stands



Instantly recognisable, these racks offer easy access, and high levels of security. They are provided at a large proportion of TransPennine Express stations, and elsewhere on the rail network.

In the Station

Barnetby

Station Approach Road

12 Spaces

Sheffield Stands



Brough

Station Entrance / Platform 1 / Platform 2

74 Spaces

Sheffield Stands/Lockers



Cleethorpes

Platform 1

14 Spaces

Vertical Racks



New
for
2019

Dewsbury

Platform 1

70 Spaces

Two-Tier Racks



Grimsby Town

Cycle Hub / Platform 1 / Station Car Park

52 Spaces

Various



Huddersfield

Platform 1

86 Spaces

Two-Tier Racks / Sheffield Stands



Hull

Station Concourse

160 Spaces

Two-Tier Racks



Coming
soon in
2019

Sheffield stands are available until the new Hub facility is completed

Malton

Platform

48 Spaces

Triangle Stands



Middlesbrough

Concourse / Car Park

124 Spaces

Two-Tier Racks



Northallerton

Short Stay Car Park

72 Spaces

Two-Tier Racks



Scarborough

Platform 4

78 Spaces

Two-Tier Racks



Scunthorpe

Platform 1

30 Spaces

Sheffield Stands



Seamer

Platform

24 Spaces

Sheffield Stands



Selby

Station Entrance / Platform 1

224 Spaces

Two-Tier Racks / Sheffield Stands



Stalybridge

Station Entrance

32 Spaces

Two-Tier Racks



Thirsk

Station Car Park

44 Spaces

Two-Tier Racks / Semi-Vertical Racks



Thornaby

Station Car Park

24 Spaces

Sheffield Stands



Manchester Airport and Yarm stations have cycle parking provided locally with good access to the station.

Bikes left elsewhere in the station

If you park your bike in a non-designated area of the station which could cause an obstruction or hazard to other station users, station staff have the right to remove the bike without warning. Where the lock is broken to remove the bike, TransPennine Express will not reimburse you for any damage sustained.

Bikes which are removed will be stored in a safe and secure location at the station, and can be reclaimed by enquiring at the customer information point or booking office. Any bikes which are removed and not claimed within 28 days will be donated to local charities or disposed of depending upon their condition.

Abandoned Bikes

We regularly audit our cycle parking facilities, and use this to identify any bikes which may have been abandoned.

To ensure we maintain cycle parking capacity, if we believe a bike has been abandoned, our station staff will apply a notice. If the notice is still in place after seven days the bike will be considered abandoned and removed. Where the lock is broken to remove the bike, TransPennine Express will not reimburse you for any damage sustained.

Bikes which are removed will be stored in a safe and secure location at the station, and can be reclaimed by enquiring at the customer information point or booking office. Any bikes which are removed and not claimed within 28 days will be donated to local charities or disposed of depending upon their condition.

If you are planning to leave your bike at the station for more than seven days, please advise the station team of this when you park your bike by visiting the customer information point or booking office. They will take a record of your name, contact details, and the make and model of your bike.



National Rail's PlusBike is a one-stop shop for information about making a combined bike and rail journey. It provides free and easy-to-access information to help you plan your journey.

Whether you're parking your bike at the station, taking it on board or wanting to hire one at the other end of your journey, PlusBike will be able to tell you about:

- Facilities at the station, including the number of cycle parking spaces
- Bike-hire at stations or nearby with links directly to them
- Cycle carriage rules, including taking cycles on train
- Whether cycle reservations are required or available

Information is tailored specific to your journey or by station.

You can access PlusBike for free via the National Rail website online, mobile app across Apple and Android, and tablets.

Security

We understand that security is one of the most important factors when leaving your bike, which is why all of our cycle storage areas are covered by CCTV. At our staffed stations, our team also carry out frequent security checks.

When leaving your bike at the station, please ensure you lock it securely to the cycle racks provided. The British Transport Police issue the following security advice to cyclists.

Before you ride

- Register your bicycle at **bikeregister.com**
- Mark your frame with your postcode in two separate locations, one of which should be hidden.
- Take a photograph of your bike and record your frame number and key details.

At the station

- Ensure you lock your bike, securing the frame and both wheels to a cycle stand.
- Consider using more than one lock.
- Make the lock(s) and bike hard to manoeuvre when parked by ensuring little room between the stand and the bike.
- Locks are considered more vulnerable when they come in to contact with the ground, so keep them off the floor.
- We recommend that you remove valuables such as lights and pumps. We ask that you take your panniers and bags with you, and don't leave them on your bike. TransPennine Express reserves the right to search any bags or panniers left on cycles in the interest of security.
- We recommend using certified locks. The British Transport Police offer advice about the best type of lock, and how they should be used. You can find more information at **btp.police.uk**
- Bikes are left at owner's risk, and TransPennine Express accepts no liability for cycles left at the station. We do advise that you have your own insurance for your bike and equipment.

Travelling with your Bike

Non-Folding Bikes

We've made it easier to take your bike on board

From Sunday 19 May 2019, you'll be able to reserve a space for your bike on board the train as little as 10 minutes before you travel.

This policy change enables customers to reserve and guarantee a bike space on our services, and at the same time allows us to manage capacity on the train recognising the popularity of our services.

Reservations can be made from when reservations for the train service open, often up to 24 weeks in advance, right up to as little as 10 minutes before you travel.

See the 'How to reserve a bike space' section for more information.

The carriage of folding bikes is unaffected by this change in policy.

When travelling with a non-folding bike, you should be in position on the platform 10 minutes before the train arrives, and remove any valuables, including lights, from the bike, and take off any panier bags, and keep these with you.

Be sure to secure your bike using the straps provided, but, please do not lock your bike to any structure on the train as staff may need to move your bike during an emergency or in their management of on-train space.

Folding Bikes

If you've got a folding bike, with wheels no larger than 20 inches, you don't need to book. If your folding bike has wheels larger than 20 inches, you'll need to book, as it will be treated in the same way as a non-folding bike due to its size, and its inability to fit into the luggage stacks or between the seats.

We understand that it is often easier to keep your bike unfolded whilst you make your way through the station, particularly when you are passing through ticket barriers.

Once you arrive at your platform, please use a quiet area of the platform away from the platform edge to fold your bike, ensuring you do not block any main pedestrian routes. It is best to have your bike folded well before the train arrives. Please do not board the train with your bike unfolded.

On the train, please store your folded bike in one of the luggage stacks provided, or between the seats. Please do not leave your bike in the vestibule areas as this will cause an obstruction.

At the end of your journey, please carry your bike off the train and unfold it in a quiet area of the platform before walking your bike through the station to the exit.

Other Types of Bikes

Non-standard bikes, including tandems, tricycles, handbikes*, recumbent cycles, motorcycles and bicycle trailers cannot be carried on any TransPennine Express train as our trains do not have the space to accommodate these.

Unicycles with a wheel diameter of no larger than 20 inches may be carried on board without a reservation, but must be stored within the luggage stacks, luggage racks or between the seat backs.

For more information, please see our Making Rail Accessible policies. These can be found at all of the stations where our trains call, or on our website at **tpexpress.co.uk/contact-us/assistance**

*Where 'clip-on' handbikes are being used as an addition to a wheelchair, they may be carried in the wheelchair user space on our trains, providing they still fit within the standard wheelchair dimensions of 1200mm x 700mm, and have a turning diameter of less than 1000mm so that we can be sure they can be safely maneuvered whilst on the train, and safely board and alight using the ramps.

How to Reserve a Bike Space

There are several ways you can reserve a bike space on the train.

Social Media

Contact our Social Media Team via WhatsApp or Twitter to reserve the cycle space on your chosen train.

Our social team can be contacted for cycle reservations between 08:00-2:100 (20:00 at weekends), 7 days a week (except Christmas Day, Boxing Day, New Year's Eve and New Year's Day)

WhatsApp

You can contact us through WhatsApp on 07812 223 336 to request a cycle reservation.

Twitter

Follow us @TPEAssist on Twitter and Direct Message us to request a cycle reservation up to 10 minutes before you travel.

By Phone

0345 600 1671 (Option 3)

Lines are open from 06:00 to 23:00, 7 days a week (Christmas Day: closed; Boxing Day, New Year's Eve and New Year's Day: 06:00 to 18:00)

Online

You can select a cycle reservation when you purchase your ticket online in advance at **tpexpress.co.uk**. We're also working on adding a bike reservation feature in the 'My Account' section of our app.

At the Booking Office

You can make a cycle reservation by visiting any one of our station booking offices.

Cycle reservations can be made up to 10 minutes before travel.

Regular traveller?

If you travel regularly, and have a season ticket, you can reserve a cycle space on board, but we will limit this to one nominated train in each direction during peak times and allow bookings for up to five days at any one time. This allows you to book a working week of journeys in one call, conversation or visit to the booking office.

When travelling with your bike, you should be in position on the platform at least 10 minutes before the train arrives.

If you do not have a cycle reservation, you will not be able to travel with your bike, and our conductors will ask that you park your bike at the station using the racks provided, or request a reservation on the next available service.

On certain services, where we know our trains will be busy, particularly during events, we may limit the number of cycle spaces which are available to be reserved.

If we encounter repeat issues with capacity on our trains, we may apply cycle carriage restrictions on certain routes at certain times. Prior to any restrictions being applied, these will be consulted with the Rail North Partnership and publicised in our Cycle Policy and on our website.

When you reserve a cycle space, you will be given a reference code which can be quoted to the conductor on board.

Meet Our Fleets

Throughout 2019, TransPennine Express will be introducing three new fleets of trains.

This section will help you to identify the fleets, and provides some useful hints and tips about accessing them with a bike.

Our ability to carry bikes is slightly different for each fleet, and so it is important that if you want to take your bike with you on the train, you know what to expect.

When storing your bike on the train, ensure it is not blocking the aisleway and use straps provided. Do not lock your bike to any part of the train.

Please do not loiter in the cycle area on board. Customers are advised to make use of seating available in the coaches.

Be aware that bikes are stacked and so you may need to liaise with other cyclists to determine which order to store your bikes to help when alighting the train.

Bikes carried in any other part of the train, or those without reservations may be requested to be removed by the conductor.

This section of our policy will be updated as each new fleet is introduced. For more information about each fleet, visit our website at **tpexpress.co.uk/travelling_with_us**

Class 185

Our three carriage Class 185 trains run the majority of services on our North Route between Liverpool and Manchester, through to Newcastle, Middlesbrough, Scarborough and Hull, and our South Route between Manchester and Cleethorpes via Sheffield. They occasionally operate on our Anglo-Scottish services.



Cycle Spaces: Up to two bikes per service

Location: Coach A

Look out for: Opposite end of the train to First Class

Bike symbol on the door

Black coupler bar



Class 350

Our four carriage Class 350 trains operate all of our Anglo-Scottish services between Manchester Airport and Edinburgh / Glasgow via the West Coast Main Line.



- Cycle Spaces:** Up to two bikes per service
- Location:** Coach B
- Look out for:** Bike symbol on the door
Same coach as the wheelchair user spaces



Nova 3

The first of our brand-new fleets of trains, these will arrive into service in late 2019, and will be operating predominantly on the Liverpool to Scarborough and Manchester to Middlesbrough routes.



Cycle Spaces: Up to two bikes per service during introduction, increasing to four once all trains are in service

Location: Coach B

Look out for: Bike symbol on the door

Driving Trailer (opposite end to the locomotive)

During the phased introduction of these fleets, a maximum of two bikes per train will be carried, increasing to four once all trains are in service.



Nova 2

The second of our brand-new fleets of trains, these will arrive into service in 2019, and will be operating between Manchester Airport and Glasgow & Edinburgh via the west coast mainline.



Cycle Spaces: Up to two bikes per service during introduction, increasing to four once all trains are in service

Location: Coach A

Look out for: Bike symbol on the door

During the phased introduction of these fleets, a maximum of two bikes per train will be carried, increasing to four once all trains are in service.



Nova 1

The third of our brand-new fleets of trains, these will arrive into service in 2019, and will operate services on our core route between Liverpool and Manchester and Edinburgh via Leeds, York and Newcastle.



Cycle Spaces: Up to two bikes per service during introduction, increasing to four once all trains are in service

Location: Coach B and Coach D

Look out for: Bike symbol on the door

On these trains, bikes are stored vertically, hung by the front wheel in multifunctional spaces which may also be used for luggage storage. Please ensure that you board the correct carriage and store your bike as per the on-board instructions.

Continuing Your Journey

If you've left your bike at the station, don't worry, there's still plenty of ways to get to where you are going.

Bike Hire

There's an increasing number of bike hire schemes at UK railway stations, or dockless bike hire options including OFO and Mobike in the major cities in the North, giving cheap onward journey options from as little as 50p for 30 minutes hire.

You can find out more about the cycle hire options each station using PlusBike.

Folding Bikes

If you've taken your folding bike with you, at the end of your journey, please carry your bike off the train and unfold it in a quiet area of the platform before walking your bike through the station to the exit.

PlusBus

Many of the stations we serve benefit from PlusBus.

PlusBus is a discount price bus pass that you buy with your train ticket at any National Rail station ticket office, or online. It can also be bought from self-service machines at many main rail stations.

PlusBus gives you unlimited* bus and tram travel (on participating operators services) around the whole urban area of the rail-served town or city. There are no peak period restrictions, so you can hop-on and hop-off buses and trams as much as you like all day. *in some towns there are a few limited exclusions

You can also get a discount on PlusBus with some National Rail Cards.

For more info visit [plusbus.info](https://www.plusbus.info)

Useful Points

Busy trains

Our trains can get extremely busy, especially at peak times and during major events. In line with the National Rail Conditions of Travel, if the conductor deems it unsafe to carry your bike, even if you have reserved, you may be asked to leave it at the station, or wait for the next train.

If you are travelling on an Advance ticket and have a bike reservation, and it is not possible for us to carry your bike on the booked train for the Advance ticket, you will be allowed to travel on the next train on which there is bike space available using your same Advance ticket.

If you are making a connection from a TransPennine Express service to another operator, please be sure to check their policies before you travel. Operators have varied cycle policies based on the types of trains they operate.

We advise that you label your bike clearly so that it can be easily identified.

Disruption and Engineering Work

During engineering work, or when we have major disruption, coaches and buses are provided in place of trains. Folding bikes can be carried on all replacement transport, however we cannot guarantee that you will be able to take a non-folding bike with you on the replacement transport as it is at the discretion of the driver.

We advise that you talk to a member of staff who will be able to identify a vehicle which can safely carry your bike, but this may take a little time.

TransPennine Express and its rail replacement providers accept no liability for damage sustained to bicycles whilst being transported on rail replacement services.

FAQs

I've reserved the bike space, but missed the train, can I travel on the next one?

If you have not been able to travel on the train which you have reserved on, you should contact our social media team who can check whether there is space available on the next service and reserve this for you. Alternatively, you can talk to the conductor on the next service to check whether there is space available.

I haven't reserved but need to travel, can I take my bike on the train if the spaces are available?

Bikes may only be carried on board with reservations. Where the designated cycle spaces are available on board, but you have not reserved, cycle carriage will be at the conductor's discretion. You should ask them prior to boarding. Alternatively, contact our social media team who will be able to book the next available space for you.

I travel with my bike regularly; can I book bike reservations in blocks?

Season ticket holders and regular travellers can make up to five days of reservations in one booking, with a maximum of one peak time train in each direction. This allows commuters to travel with their bike, but prevents them from booking multiple trains which could prevent others from booking.

How will conductors make sure the space is only used by those with reservations?

Customers without a cycle reservation will be directed to store their bicycle at the station before boarding the train. Folding bikes don't need a reservation, and can be stored in the luggage stacks or between the seats.

I need to be flexible with what time I travel, does this mean I can't bring my bike with me?

Reservations are required for all non-folding bicycles. Customers travelling regularly may want to consider a folding bike, which can be brought on board without the need for a reservation, or they could explore cycle hire or cycle sharing options such as MoBike or OFO which use apps, or consider the Dutch method of leaving a second bike at another station for continuing their journey. Alternatively, you can reserve a space for your bike up to 10 minutes before you travel.

What if the cycle space isn't available to book after I have already bought my ticket?

Cycle reservations can be made at the time of buying your ticket through our website or telesales team. If you can't book your bike on the train which you have purchased a ticket for, you could consider parking it at the station, or discuss changing your ticket with our telesales team

Why won't you carry more than two bikes on board Class 185 and Class 350 trains?

It may be physically possible to fit more bikes on board, but we must ensure that cycles are carried in the designated cycle storage spaces only, aisleways remain clear, and that cyclists can quickly access their bike when they reach their destination station, so that delays to the train are not incurred whilst their bike is removed from the space.

Useful Links

TransPennine Express

You can buy tickets, find out more information about our services and destinations, and download our policies from our website. We also have a door-to-door journey planning tool which can help you to plan your cycle route and choose your train service, all at the same time. You can make a cycle reservation when you purchase your ticket online, or by calling 0345 600 1671 and selecting option 4.

tpexpress.co.uk

National Rail Enquiries

PlusBike is national Rail Enquiries one-stop shop for information about your combined cycle and rail journey. You can search by station and PlusBike will give you information about the location, type and quantity of storage available. It also works on the National Rail Enquiries app.

nationalrailenquiries.com

Rail Delivery Group

The Rail Delivery Group (RDG) brings together all passenger and freight operators with Network Rail and HS2, providing services and support to enable them to succeed by delivering better services for their customers. This ultimately benefits taxpayers and the economy. The Integrated Transport team produce the Cycle-Rail Toolkit which is an industry guide, highlighting best practice for cycle carriage, cycle storage, rental, signage and all other aspects of cycle-rail integration.

raildeliverygroup.com

British Transport Police (BTP)

The BTP offer cycle security advice, and regularly hold cycle registration and marking events at stations across the UK network. You can find out more information about cycle security and the things you can do to make sure you bike is locked securely on their website.

btp.police.uk

Cycling UK (CTC)

Cycling UK is an independent charity which helps to promote safe and easy cycling for all ages and abilities. They have useful information about getting into cycling, local and national events and advice on cycle insurance.

cyclinguk.org

British Cycling

The internationally recognised governing body of cycle sport in the UK.

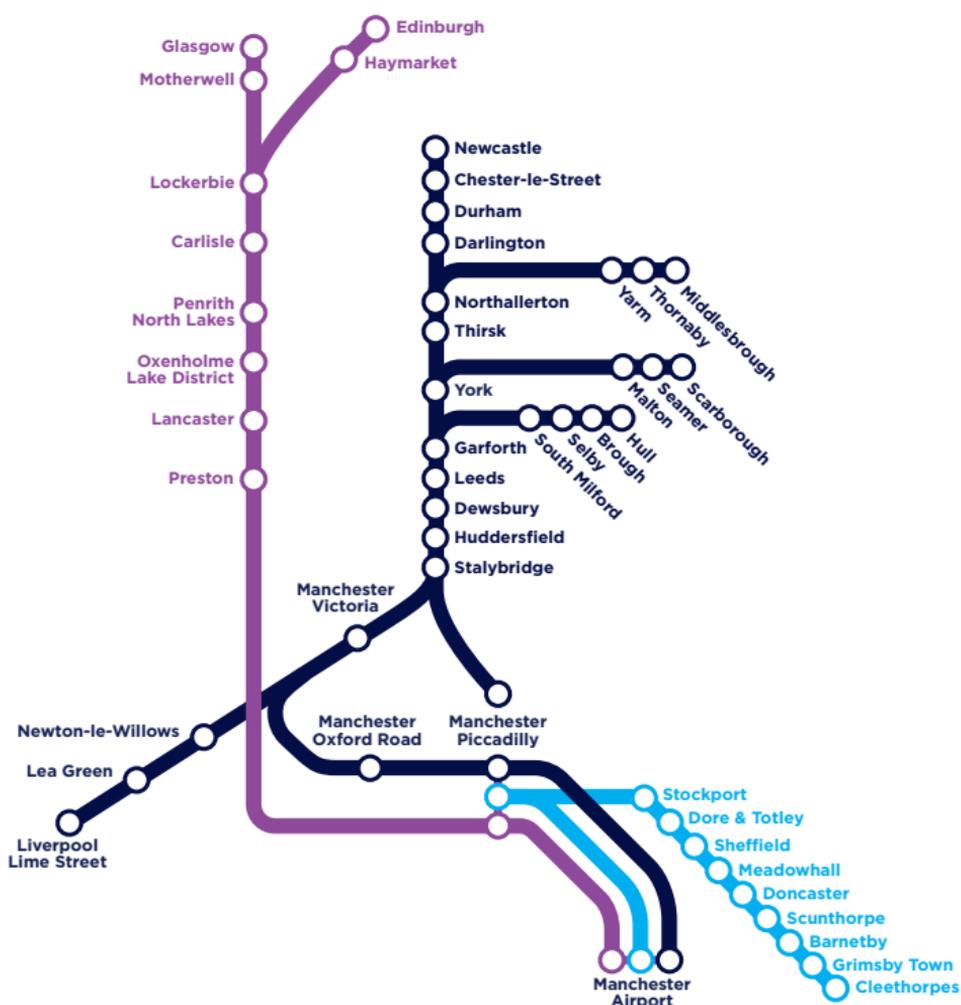
britishcycling.org.uk/

Cyclenation

The federation of local campaign groups in the UK.

cyclenation.org.uk

Route Map



Buy online at tpexpress.co.uk

