



Secure Bike Enclosure Service

Terms and Conditions

The purpose of the Secure Bike Enclosure Service (SBES) is to provide **commuter cyclists** with an extra level of security when parking their bicycles. Only students and employees of the University of Ottawa may be granted access to this service. The facilities are accessible 24 hours a day, 7 days a week, 365 days per year **for a maximum of 7 days at a time**.

The term of access is considered to have started at the beginning (May 1) of the academic year during which access was purchased. Access to the enclosures will be disabled remotely without advance notice upon expiry of the user's term of access (April 30) unless renewal fees are paid within two weeks ahead of expiry.

The Enclosure is to be used solely for the purpose of parking bicycles and kick scooters that are less than 175 long, 50 cm wide and 60 cm tall in upright riding position. Strollers, bike trailers, and mopeds are not permitted inside the facility. Moped-style electric bicycles are not permitted in the enclosure, but pedal-assisted e-bikes as well as e-scooters may be parked as long as they conform to the above dimensions and do not interfere with other members' use of the provided racks. Protection Services reserves the right to deny bike enclosure access to any vehicle not deemed to comply with the above specifications.

1. ACCESS CARD

Access cards are not transferable in any way. Only registered users may access the facility. All access cards for the facility remain the property of the University of Ottawa. Members of the University community who do not already have a uOttawa access card will be issued one by the Parking and Sustainable Transportation Division (PSTD). If an access card is lost or damaged, the user will be charged a replacement fee for a new card.

2. ALL USERS MUST:

- Respect the rights of other users
- Not claim or attempt to claim any particular bicycle parking location for their sole use
- Not remove/move or interfere with another user's bicycle
- Not damage or vandalize any part of the facility
- Not give any non-user access to the facility
- Not prop or hold the entrance or emergency gate open
- Not repair bicycles inside the facility
- Not block the emergency exit
- Lock their bicycle to a bicycle rack, not the perimeter fence or gates.

Failure to adhere to these rules may be deemed a breach of the user agreement and may result in the user's loss of access privileges.



3. ABANDONED BIKES OR USE AS STORAGE

All bikes left overnight inside the facility for **more than seven days** may be considered abandoned and are subject to the University's bike removal policy.

4. CAPACITY

Use of the facility is on a first-come, first-served basis. Users acknowledge that at times the facility may be full. When the facility has reached capacity, the user must use an exterior rack.

5. NUMBER OF BIKES PER USER

The user may register and park more than one bike. However, the user cannot have more than one bike parked in the facility at any one time.

6. SAFETY AND SECURITY

For safety reasons, users may not ride their bike within the facility. The user is responsible for securing their bike to a rack within the facility using a quality locking device (not provided).

7. ACCESS TO FACILITIES WITHOUT ACCESS CARD

Users who cannot retrieve their bike from the SBES due to a malfunctioning or lost access card must contact Protection Services to gain access. Access will be permitted only to retrieve a locked bike. Users must provide proof of ownership to the Protection Services Member. Proof of ownership includes having the key or combination for the bicycle lock key, or any document that meets the Protection Services Member's satisfaction.

Protection Services will not provide users with access to the facility if they have lost their access card, if the card is defective or if the facility is closed for any reason. In this case, the user will be required to use a bike rack on campus until access can be restored by contacting PSTD.

8. DAMAGE / SUSPICIOUS ACTIVITY

If a user notices any damage or vandalism to the facility, they must report it to Protection Services. All suspicious activity in and around the facility must be reported to Protection Services.

9. CHANGE OF CONTACT INFORMATION

The user must advise the PSTD of any change of contact information.

10. BREACH

If a user does not comply with all of the conditions listed herein, the PSTD reserves the right to terminate the user's access without refund. PSTD reserves the right to monitor user access to investigate misuse, theft or property damage.