Ballater Bike Hub

Terms and Conditions of Use

Operated by: Ballater Community Enterprise Limited
Location: Ballater Caravan Park
Effective from: April 2026

Description

The Ballater Bike Hub is a **community facility delivered by Ballater Community Enterprise Limited** (BCE Ltd) to support cycling and sustainable travel in Ballater.

The hub provides a **covered storage area with 20 bicycle parking spaces**.

The bike hub is located at the entrance **Ballater Caravan Park**, a short walk from Ballater village centre.

CCTV is in operation at the hub for the purposes of **safety, security and crime prevention**.

Booking Period

Bookings are available in **24-hour periods**.

Access to the hub is from **12:00pm on the day of booking until 11:59am the following day**.

The charge is **£5 per 24-hour period** and must be paid online in advance.

All bookings must be made online via the Ballater Caravan Park website:

https://www.ballatercaravanpark.com/

Storage of Bicycles

The bike hub may only be used for the storage of **pedal bicycles**.

Bikes should be securely locked to one of the provided parking stands using a suitable lock. Users are advised to use a **good quality D-lock**.

BCE Ltd accepts **no responsibility for loss, theft or damage** to bicycles or equipment stored within the hub.

Users are advised to ensure their bicycles are insured where appropriate.

Use of the Bike Hub is **entirely at the user's own risk**.

The hub must not be used for:

- storage of non-bicycle items
- bicycle repairs or maintenance work
- charging batteries or electrical equipment
- storage of e-scooters, motorcycles or other vehicles

When accessing the hub, users must **not allow unauthorised persons to enter or exit** at the same time. Each user must access the hub using the code provided in their booking confirmation email.

When loading or unloading bicycles, users should take care not to obstruct the adjacent footway and should remain mindful of pedestrians.

Electric Bikes and Batteries

Electric bikes may be stored within the Bike Hub; however, **charging of batteries is strictly prohibited within the hub**.

Batteries must be maintained and used in accordance with manufacturer guidance. Any damaged or defective batteries must not be brought into the hub.

Door Access Codes

Access codes are provided for the **sole use of the person making the booking** and must not be shared with others.

BCE Ltd reserves the right to **change access codes at any time** and may cancel bookings or withdraw access where codes are shared or misused.

Abandoned Bicycles

Bicycles left in the Bike Hub beyond the booking period may be **removed and stored by BCE Ltd.**

If a bicycle remains uncollected for **28 days** after removal, and reasonable efforts to contact the owner have been unsuccessful, BCE Ltd reserves the right to **dispose of the bicycle**, including donation, recycling or sale, in order to recover storage or administration costs.

Damage to the Facility

Users are responsible for **any damage they cause** to the Bike Hub, including the structure, door, locking system, racks or CCTV equipment.

BCE Ltd reserves the right to **recover the reasonable cost of repair or replacement** from the responsible user.

Maintenance

BCE Ltd will undertake periodic inspections of the Bike Hub and carry out basic maintenance as required.

Users are requested to treat the hub with respect and care and to remove any rubbish or personal items when leaving.

Any damage, graffiti or maintenance issues should be reported as soon as possible to:

bookings@ballatercaravanpark.com

Ballater Caravan Park will endeavour to respond to maintenance issues promptly.

Access and Conduct

Users must follow these Terms and Conditions when using the Bike Hub.

BCE Ltd reserves the right to **refuse or withdraw access** to any user who breaches these terms or misuses the facility.

Contact

For any issues regarding bookings or access to the hub please contact:

- **Website:** ballatercaravanpark.com
- **Phone:** 013397 55727
- **Email:** bookings@ballatercaravanpark.com

Acceptance of Terms

By booking and using the Ballater Bike Hub, users confirm that they have **read and agree to these Terms and Conditions**.

Thank you for helping keep the Ballater Bike Hub safe and enjoyable for all users.