

June 2024

Santander Cycles – (Westminster)

Dear Resident of Westminster

Transport for London are delighted to bring you exciting news about an exclusive opportunity to explore your city through Santander Cycle a discounted rate. This offer is **£5 a month for unlimited rides for 30 days**, reduced from £20. This is our way of encouraging sustainable and convenient travel options for the vibrant community of Westminster.

What is the Santander Cycle Scheme?

Santander Cycle Scheme is a public bike hiring scheme in London. You can pick up a bike from your local docking station and return it to any of the 800 docking stations around London once you have finished your journey. There is no extra stress of storing and maintaining a bike, simply pick up and go.



Benefits:

- An affordable and quick way to travel
- A great way to discover new parts of London
- More than 12,000 Santander Cycles available
- 800 docking stations across London
- Maintain great physical and mental wellbeing
- Environmentally friendly

Details of the offer:

- Santander Cycles monthly membership will now cost you £5 instead of £20.
- This offer will start on (place holder for date) and last 12 months. You can choose to do as many months as you like and can start the offer at any time in this period.
- £5 for unlimited 60-minute hires for 30 days from redeeming your promo code on the Santander Cycles mobile app or website <https://santandercycles.tfl.gov.uk/sign-in>
- To use the scheme, you must be aged 14 years or over.
- To register for the scheme, you must be aged 18 years or over.

How to register to this offer:

Steps	How	Additional information	QR Codes
1	Redeem your promo code from Westminster City Council by filling in this short survey.	Your unique code will be sent out to you by text message or email depending on your preference. Link to survey. Or scan the QR code to the survey ->	
2	Download the Santander Cycles app on the App Store or Google Play.	Link to Santander app: https://tfl.gov.uk/modes/cycling/santander-cycles/app Or scan the QR code to download the app	
3	Create your account, fill out your details.		
4	Find a docking station in the app and click 'Hire now.'		
5	Click 'Monthly access' and select		
6	Type in the promo code and click 'Apply.'		

Hiring a Santander cycle:

1. Open the app and find a station on the map.
2. Select 'Hire Now' and confirm by clicking 'OK.'
3. Walk up to any available bike at the station and enter the 5-digit code at the docking point next to your chosen bike.

Returning a Santander cycle to a docking station:

- 1 Remember to properly dock the bike back and wait for the green light to show.
2. If the docking station is full, select 'no docking point free?'
3. Get a time credit at the terminal and follow the on-screen instructions to get an extra 15 minutes free to find a nearby docking station.

Cycle training:

We offer free cycling courses to anyone who lives, works or studies in Westminster.

Sessions are available for individuals or groups and are tailored to your riding experience and needs.

Contact Cycle Confident to book your free session today.

<https://www.cycleconfident.com/sponsors/city-of-westminster/>

Terms and Conditions:

- Extra ride charges are +£1.65 for every additional period of up to 60 minutes.
- E-bike surcharge is £1 each time you hire an e-bike for up to 60 minutes, then £3.30 for every additional 60 minutes.
- Full terms and conditions and further information about Santander Cycles on the TfL website <https://tfl.gov.uk/corporate/terms-and-conditions/santander-cycles>
- **You must return a bike within 24 hours.**
- **Non-Return Charge** (if you or an Additional User fail to return a Bike): Up to a maximum charge of £300.
- **Damage Charge** (if you or an Additional User damage a Bike): Up to a maximum charge of £300
- You will need to request a new promo code each month, you can do this by contacting your borough at sgauthereau@westminster.gov.uk to receive a new code.

How to contact us:

If you have any questions, or need assistance to redeem your promo code or using Santander Cycles, please contact the Cycle Hire contact centre **Tel:** 0343 222 6666 ([TfL call charges](#))