

# RIDE ACROSS BRITAIN 2021

## BIKE, RIDER AND LUGGAGE TRANSPORT GUIDE



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# INTRODUCTION

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# DOOR TO DOOR BIKE SERVICE

## HOME PICK-UP SERVICE

### SERVICE

EBE can collect your bike from your chosen address and transfer to Land's End prior to the event and / or return from John O'Groats after the event.

Collections / drop offs will take place up to 14 days before and after the event. Notification of the date and time will be advised no later than 5/6 weeks prior to the event. Bikes will need to be prepared as per the instructions on **page 15**.

EBE are unable to transfer bike boxes / bags or luggage on this service.

Only available in mainland England and Wales, subject to availability.

### COST

COST	PRICE
Door to door pick up: Return	£178
Door to door pick up: One way	£132

### BOOK

- Visit EBE's website [here](#) to book
- Bookings will close 27<sup>th</sup> July 2021



# BIKE & LUGGAGE TRANSPORT: HUBS

## KEY INFORMATION

### SERVICE

Drop your bike and/or luggage off at one of our regional Hubs for EBE to deliver to the Start at Land's End. They can then deliver your bike and/or luggage back to the Hub after the Ride. This is available return or one-way.

For the luggage transport, 1 piece of luggage (Max 16kg) is included in the price listed in the pricing schedule.

### BOOK

- Visit EBE's website [here](#) to book
- Bookings will close 27<sup>th</sup> July 2021

### CANCELLATIONS

- The refund policy applies from when written notification is received by EBE prior to the start of the Ride
- Please note, name changes are not permitted
- Refund policy applies as below\*:

NOTICE PERIOD	REFUND AMOUNT
150-365 days	75% of total amount
120-149 days	50% of total amount
80-119 days	25% of total amount
0-79 days	NIL

*\*If RAB 2021 Is cancelled then all monies will be refunded*

### COST

Please see pricing schedule below.

SERVICE	PRICE
Hub – Return Bike Transport (packaged as per our instructions)	£145
Hub - Return Bike Transport (packaged in OWN bike box / bag) (Includes carriage of empty bike box / bag from LE to JOG)	£205
Hub - One Way Bike Transport (packaged as per our instructions)	£112
Hub – One Way Bike Transport (packaged in OWN bike box / bag) (Includes carriage of empty bike box / bag from LE to JOG)	£158
Hub – Return Luggage Transport	£44
Hub – One Way Luggage Transport	£26
Bike Box / Bike Bag Carriage from Land's End to John O' Groats (if making your own way with bike to the Ride)	£32

# BIKE & LUGGAGE TRANSPORT: HUBS

## DROP-OFF HUBS

DATE	DROP OFF HUB	LOCATION	FROM	TO
<b>Sun 29th Aug</b>	Inverness – IHG Hotel	IHG Hotel	08:30	09:00
	Stirling, Stirling Services (M9/M80)	One Side Only	12:00	12:30
	Edinburgh, Musselburgh Services (A1)	One Side Only	13:45	14:15
	Newcastle, Washington Services (A1M)	Southbound	17:00	17:45
<b>Mon 30th Aug</b>	Manchester, Birch Services (M62)	Eastbound	15:30	16:15
	Leeds, Skelton Lake Services (M1)	One Side Only	17:30	18:15
<b>Wed 1st Sept</b>	Central London, Powerleague, Shoreditch	Car Park	12:00	18:15
	East London, Thurrock Services (M25)	One Side Only	20:00	20:30
<b>Thurs 2nd Sep</b>	North London, South Mimms Services (M25/A1M)	One Side Only	07:30	08:30
	Cambridge, Cambridge Services (A14)	One Side Only	08:30	09:30
	Newbury, Chieveley Services (M4)	One Side Only	10:15	11:15
	South West London, Cobham Services (M25)	One Side Only	11:45	14:00
	Cardiff, Cardiff Gate Services (M4)	One Side Only	13:30	14:00
	Nottingham, Trowell Services (M1)	Southbound	14:00	14:30
	Bristol Gordano Services (M5)	One Side Only	15:00	16:00
	Southampton, Rownhams Services (M27)	Westbound	15:45	16:15
	Birmingham, Hopwood Park Services (M42)	One Side Only	15:45	16:30
	Taunton, Taunton Deane Services (M5)	Southbound	16:50	17:20

# BIKE & LUGGAGE TRANSPORT: HUBS

## PICK-UP HUBS

DATE	DROP OFF HUB	LOCATION	FROM	TO
<b>Mon 13th Sept</b>	Inverness – IHG Hotel	IHG Hotel	09:15	09:30
	Stirling, Stirling Services (M9/M80)	One Side Only	12:30	13:00
	Edinburgh, Musselburgh Services (A1)	One Side Only	14:00	14:30
	Newcastle, Washington Services (A1M)	Southbound	17:30	18:00
	Manchester, Birch Services (M62)	Eastbound	18:00	18:45
	Leeds, Skelton Lake Services (M1)	One Side Only	20:00	20:45
<b>Tues 14th Sept</b>	Newbury, Chieveley Services (M4)	One Side Only	09:00	10:00
	Southampton, Rownhams Services (M27)	Westbound	11:30	12:15
<b>Thurs 16th Sep</b>	Cambridge, Cambridge Services (A14)	One Side Only	12:15	13:30
	East London, Thurrock Services (M25)	One Side Only	15:00	15:45
	South West London, Cobham Services (M25)	One Side Only	15:00	18:30
	North London, South Mimms Services (M25/A1M)	One Side Only	17:00	18:00
<b>Fri 17th Sept</b>	Central London, Powerleague, Shoreditch	Car Park	12:00	18:30
<b>Sat 18th Sept</b>	Nottingham, Trowell Services (M1)	Southbound	09:00	09:30
<b>Tues 21st Sept</b>	Birmingham, Hopwood Park Services (M42)	One Side Only	12:00	12:45
	Cardiff, Cardiff Gate Services (M4)	One Side Only	15:15	15:45
	Bristol Gordano Services (M5)	One Side Only	17:00	17:45
	Taunton, Taunton Deane Services (M5)	Southbound	18:30	19:15

# BIKE & LUGGAGE TRANSPORT: HUBS

## PACK YOUR BIKE

### HOW TO PACK YOUR BIKE

- Turn handlebars to the left by releasing two bolts (one each side of handlebar stem). Turn to left and retighten.
- Ideally, we would prefer that you also lower your handlebars and saddle to the lowest setting where possible.
- Remove pedals (unscrew clockwise for left pedal and anti clockwise for right pedal). You will need to carry your pedals separately in your overnight bag that you bring with you to the Ride.
- Lag framework using pip lagging as detailed in diagram (may need tape to secure)
- Add your bike number to the front of your bike using the provided cable ties (you will

receive this bike number and cable ties approximately 3 weeks before the Ride, in plenty of time for your bike transport!

- The wheels don't need to be removed.
- We prefer it if you do not lock your bike whilst it is in transit, as the bike lock could add potential for bike damage.
- Please ensure your handlebars and pedals are retightened before use after transit.
- Your bike will need to be prepared as outlined. European Bike Express cannot accept responsibility for damage to framework that has not been lagged in accordance with their instructions.



# BIKE & LUGGAGE TRANSPORT: HUBS FAQS

## PACKING YOUR BIKE

### How do I need to pack up my bike?

- Your bike will need to be prepared as per the diagram on page 7. European Bike Express cannot accept responsibility for damage to framework that has not been lagged in accordance with their instructions.
- Your bike will then be placed into the vehicle in a specialised loading system ensuring that your bike is secure and not in any position to touch another bike on the vehicle during transit, thus eliminating any damage.

### How do I mark up my bike with ID before I drop it off?

- Approximately 3 weeks ahead of the ride you will be sent a bike number with cable ties (relevant to the colour zone that you will be allocated to) with instructions of how to securely attach this to your bike for transport and for the Ride.
- If you have selected to use a bike bag/bike box, you will also receive a label/sticker to use on the outside to ensure your package is clearly identified. Please make sure that your address is up to date on your registration with Threshold Sports as this is where your labelling will be delivered.

loading system used by EBE within the vehicles.

- If you do use your own bike bag/bike box, you will need to pay an additional fee when booking, to cover the transport of the bag/box from Land's End to JOG. Bike bags and bike boxes will be transported direct from Land's End to JOG and therefore will not be accessible during the Ride at any point (you cannot use these for additional luggage space during the Ride).

### If I am transporting my own bike down to Land's End and back from John O'Groats, are you able to transport my bike bag/bike box for me from Land's End to JOG while I'm cycling?

- Yes. You can book transportation of a bike bag or bike box even if you are not using the bike transport. This will then be transported up to John O'Groats for you, so you can re-pack your bike at the end of the ride.
- Bike bags and bike boxes will be transported direct from Land's End to JOG and therefore will not be accessible during the Ride at any point (you cannot use these for additional luggage space during the Ride). The charge for transportation of your bike bag / bike box is £32.

## BIKE BOXES / BAGS

### Can I use a bike bag, or a bike box?

- You do have the option to use your own bike bag or a bike box, however pipe lagging is advised due to the specialised



# BIKE & LUGGAGE TRANSPORT: HUBS FAQS

## BIKE & LUGGAGE DROP-OFF / PICK-UP

### What happens if I cannot make the allocated time slot or I'm running late?

- The time slots at each drop-off/pick-up point are fixed and cannot be stretched.
- All the vehicles are running to a schedule and will need to leave at the allocated times.
- If you are struggling to find a time that suits you, please contact the European Bike Express office Monday – Friday on **01430 422111** between **10:00-16:00** or Tricia on **07922 698025** outside of these hours.

### How will I recognise the Deloitte RAB vehicles at my chosen drop-off/ pick-up point?

All vehicles will be branded with the Deloitte RAB logo.

### Who should I contact if there is no one at the drop-off/pick-up point?

Contact the European Bike Express office Monday – Friday on **01430 422111** between **10:00-16:00** or Tricia on **07922 698025** outside of these hours.

## IN LAND'S END

### What time will my bike/luggage arrive in Land's End?

Your bike & luggage will arrive on the morning of Friday 3<sup>rd</sup> September 2021.

### How will I find my bike once in Land's End?

You will be able to easily locate your bike in the secure Deloitte RAB bike storage area at the Land's End base camp. Your bike will be clearly labelled and will be in a coloured zone (which you will be allocated to before the ride). Please ensure that your handlebars and pedals are retightened before use after transit.

### Where will I find the luggage I have had transported at Lands End?

Your luggage will be in a clearly marked area at Basecamp ready for your arrival.

### Where do I drop off my bike box/bike bag or pipe lagging in Land's End to be transported to JOG?

- The Deloitte RAB trucks will be located in the Land's End Car Park adjacent to the basecamp between **17:15 – 19:30**. It will be clearly signposted from the basecamp.
- Please ensure that your bike bag/bike box is booked onto the service otherwise we will not be able to transport it for you. You will need to sign this over to EBE at the truck at basecamp.
- We will transport all pipe lagging ready for you to pack up your bike in JOG, however, please note that you are not likely to get the same pipe lagging back.

## IN JOHN O'GROATS

### Where do I drop off my bike/luggage in John O'Groats?

The trucks will be located in an area close to the finish and will be clearly signposted.

# BIKE & LUGGAGE TRANSPORT: HUBS FAQS

## LUGGAGE TRANSPORT

### How many pieces of luggage can I have transported?

- You are only permitted ONE piece of luggage (Max 16kg) on the event.

### Can I have luggage transported if I'm not having my bike transported?

Yes. You can opt to have your ONE piece of luggage (Max 16kg) transported to/from the hubs, whether or not you are having your bike transported. For cost please see page 4.

## INSURANCE

### Is my bike insured whilst it's being transported?

- Whilst in EBE's care, your bike is insured up to a value of £1500 for damage or theft whilst in transit and on European Bike Express vehicles.
- If the value of your bike exceeds this amount, extra insurance will be required and we fully recommend that you take out personal bike insurance for Deloitte RAB.

### Is my bag insured whilst being transported?

- Whilst in EBE's care, your bag is insured up to the value of £500 for damage or theft whilst in transit and on European Bike Express vehicles.
- If the value of your bag exceeds this amount extra insurance will be required and we fully recommend that you take out personal insurance for Deloitte RAB.

# RIDER TRANSPORT KEY INFORMATION

## SERVICE

Take the stress out of getting yourself **and** your luggage to and from the Ride with EBE's coach services.

## BOOK

- Visit EBE's website [here](#) to book
- Bookings will close 27<sup>th</sup> July 2021

## CANCELLATIONS

- The refund policy applies from when written notification is received by EBE prior to the start of the Ride
- Please note, name changes are not permitted
- Refund policy applies as below\*:

NOTICE PERIOD	REFUND AMOUNT
150-365 days	75% of total amount
120-149 days	50% of total amount
80-119 days	25% of total amount
0-79 days	NIL

*\*If RAB 2021 Is cancelled then all monies will be refunded*

## COST

Please see individual journey prices on timetable, prices are shown per person and **include** luggage (as well as any additional weight purchased).

# RIDER TRANSPORT TO LAND'S END TIMETABLE

## TO LAND'S END: 2ND SEPTEMBER (OVERNIGHT)

FROM	DEPARTURE: 2ND SEPT	ARRIVAL: 3RD SEPT	PRICE
Leeds, Skelton Lake Services	12:45	13:55	£89.00
Sheffield, Woodall Services	13:30	13:55	£86.00
Nottingham, Trowell Services	14:30	13:55	£82.00
Birmingham, Hopwood Park Services	16:30	13:55	£79.00

*Please note: The above transfers **do not include** the overnight hotel. The coach will be stopping overnight at Gordano Services on M5 J19 at Bristol where there is a Ramada Hotel you can book separately – [Ramada Bristol West](#).*



# RIDER TRANSPORT TO LAND'S END TIMETABLE

## TO LAND'S END: 3RD SEPTEMBER

FROM	DEPARTURE: 3RD SEPT	ARRIVAL: 3RD SEPT	PRICE
Bristol (Opposite Temple Meads Train Station)	07:15	13:55	£63
Bristol Gordano Services	08:00	13:55	£63
Manchester Airport, Stand D, Terminal 1, Arrivals	08:00	17:15	£89
London, Novotel Hotel, 1 Shortands, Hammersmith	08:00	15:30	£68
Keele, (Keele Services)	08:50	17:15	£86
Taunton, Taunton Deane Services (Southbound)	08:50	13:55	£56
Reading Services (Westbound)	09:10	15:30	£65
Newbury, Chieveley Services	09:40	15:30	£65
Birmingham South (Frankley Services)	10:05	17:15	£79
Exeter Airport	10:10	13:55	£49
Bristol Gordano Services	10:50	15:30	£63
Gloucester (Gloucester Services)	11:00	17:15	£65
Newquay Airport	13:45	15:15	£38
Exeter Services	12:40	15:30	£49
Penzance Train Station	13:30	13:55	£14
Penzance Train Station	14:50	15:15	£14
Penzance Train Station	15:30	15:55	£14
Penzance Train Station	16:15	16:40	£14
Newquay Airport	16:50	18:10	£38
Penzance Train Station	17:30	17:55	£14

# RIDER TRANSPORT FAMILY & FRIENDS SERVICE

## FAMILY & FRIENDS TO FINISH LINE

FROM	TO	DEPARTURE: 12TH SEPT	ARRIVAL: 12TH SEPT	PRICE
Inverness IHG Hotel	John O’Groats	08:00	11:00	£48

*Please note: Friends and family can book onto any return service from John O’Groats with the rider.*

# RIDER TRANSPORT FROM JOHN O’GROATS TIMETABLE

## FROM JOHN O’GROATS: 12TH SEPTEMBER

FROM	DEPARTURE: 12TH SEPT	ARRIVAL: 12TH SEPT	PRICE
Inverness Train Station / Airport	15:30	18:30 / 19:00	£48
Inverness Train Station	15:55	18:55	£48
Inverness Train Station / Inverness IHG Hotel*	16:20	19:20 / 19:35	£48
Inverness Train Station	16:45	19:45	£48
Wick Centre	16:50	17:20	£14
Inverness Train Station	17:10	20:10	£48
Inverness Train Station	17:35	20:35	£48
Inverness IHG Hotel*	18:00	21:00	£48
Inverness Train Station/ Inverness IHG Hotel*	18:25	21:25 / 21:40	£48
Inverness Train Station	18:50	21:50	£48
Inverness IHG Hotel*	19:15	22:15	£48

*\*The above transfers do not include overnight hotel accommodation on 12<sup>th</sup> September at the IHG Hotel Inverness (Holiday Inn Express). There are other hotel options nearby.*

*There is a limited preferential rate available to riders at the Inverness IHG Hotel (Holiday Inn Express). To book, simply phone, email the hotel & quote the group reference “LEJ”. You can also book directly via this [link](#).*

# RIDER TRANSPORT FROM INVERNESS TIMETABLE

## FROM INVERNESS IHG HOTEL: 13TH SEPTEMBER

FROM	DEPARTURE: 13TH SEPT	ARRIVAL: 13TH SEPT	PRICE
Stirling (Stirling services)	09:30	12:30	£48
Edinburgh Airport	09:30	12:40	£48
Glasgow (Bothwell Services, M74 South)	09:30	13:45	£53
Manchester (Birch Services, M62 East)	09:30	18:00	£71
Leeds (Skelton Lake Services)	09:30	18:00	£71
Sheffield (Woodall Services - Southbound)	09:30	19:30	£74
Nottingham (Trowell Services – Southbound)	09:30	20:00	£76
Leicester (Leicester Forest Services – Southbound)	09:30	20:30	£79
Milton Keynes (Newport Pagnell Services – Southbound)	09:30	21:30	£85
London Edgware (London Gateway Services)	09:30	22:20	£91
Central London (King's Cross)	09:30	22:45	£91
Newcastle (Washington Service (A1))	09:30	16:45	



# RIDER TRANSPORT FAQS

## GENERAL

### Who should I contact if I am running late?

The vehicles run to a schedule and need to leave at the allotted times. However, if you cannot make the arranged times contact the European Bike Express office on **+44 (0) 1430 422111** Monday – Friday between **10:00-16:00** or Tricia on **07922 698025** outside of these hours.

### How will I recognise which coach is the Deloitte RAB coach?

It will have the Deloitte RAB logo in the front windscreen.

### Will the coach drop us at the Deloitte RAB base camp in Land's End?

Yes.

### Where will the coach be located at the Hubs?

- Manchester Airport, Terminal 1, Arrivals, Stand D.
- London Hammersmith Novotel Hotel: Hotel Coach Park
- Reading Services: Westbound Coach Park
- Newbury Chieveley Services: Coach Park
- Bristol: opposite Temple Meads Train Station, the coach will be found opposite the Station (outside the Sidings) BS1 6PL
- Bristol Gordano Services: Coach Park
- Taunton Deane Services Southbound: the coach will be found in the Coach Park.
- Exeter Airport: the coach will be found as you exit the terminal on the forecourt.

- Exeter Services: Coach Park
- Newquay Airport: the coach will be found as you exit the terminal on the forecourt.
- Penzance: the coach will be found at the end of the main Bus Terminal, next to the railway station.

### What happens if I am late for the service I have booked?

- Riders must be at their coach 15 minutes prior to departure, otherwise their seat will be offered to people who have finished the Ride early / later than their booked journey.
- In John O'Groats, you will be put on standby for the available next service

### Will there be any refreshments served/available?

For all transfers only journey times of more than 3.5 hours will there be a 45-minute refreshment break. Refreshments will not be available on board, but you're welcome to bring your own snacks **No alcohol** will be permitted.

### Will there be a DVD shown during the journey?

DVDs will be shown on all journeys, except for Wick and Penzance transfers.

### Where will the coach leave from John O'Groats?

The coach will depart from the Deloitte RAB finish at John O'Groats. The exact departure point will be clearly signposted.

# RIDER TRANSPORT FAQS

## BIKES & LUGGAGE

### Can I take my bike on the coach?

**No bikes** will be allowed on the coach, as all riders are recommended to use the Deloitte RAB bike transfer service. Bikes significantly reduce the capacity of the coaches and will not be allowed on board.

### Does the price include luggage?

Yes, the per person price includes luggage.

### How much luggage can I take on the coach?

- Classic package: **ONE** item of luggage, 90L bag, max weight of 16kg per person
- Plus package: **TWO** items of luggage, 90L bag & 5kg hand luggage, max weight of 21kg per person.
- Luggage may be refused if in excess of this unless you have purchased Extra Weight. Please see page 19 for more information on Extra Weight.

### Can I have just my luggage transported to/ from the Event?

Yes, you can opt to have **one** item of luggage (maximum 16kg) transported to and from the event using one of the EBE Hubs. See the bike luggage transport section for more information.

## FRIENDS & FAMILY

### Can my friend/family member also book a seat on the coach?

- Yes. Available to all if travelling from Inverness to John O'Groats on the morning of Sunday 12th September.
- If you wish to return with a family member/ friend on the same coach, please book your seat at the same time to guarantee travelling together.

# EXTRA WEIGHT KEY INFORMATION

## SERVICE

If you wish to squeeze in a few more luxuries, you can purchase up to an extra 10kg in weight. Extra weight is for the daily transfers during the event.

## COST

Please see costs below for the Classic and Plus packages.

## BOOKING INFORMATION

- Visit EBE's website [here](#) to book
- Bookings will close 27<sup>th</sup> July 2021

## CLASSIC PACKAGE

Included in your package is ONE 90L piece of luggage, which must not exceed 16kg in weight. Please see below for prices to purchase additional weight, including maximum bag sizes.

### Our recommendation:

- Your camping mat and sleeping bag **must** fit inside your luggage and cannot be attached to the outside.

- If you are using EBE transport, you will not be able to load your mat and sleeping bag onto the coach with your luggage. If they do not fit inside your luggage, you must take them onto the coach with you.

### Transporting your luggage with your bike?

You can opt to have ONE item of luggage (maximum 16kg) transported to and from the event using one of the EBE Hubs. Where an additional luggage allowance has been purchased or included, the excess (i.e. >16kg) will need to be transported separately. For costs see page 4.

CLASSIC PACKAGE				
Total weight of luggage	Main luggage		Hand luggage	Cost
	Weight	Size	Weight	
16kg	16kg	90l	-	Included
21kg	21kg*	120l	-	£25
26kg	21kg*	120l	5kg	£50

\*The 120L bag must not exceed 21kg, therefore your hand luggage will need to accommodate the extra weight.

# EXTRA WEIGHT KEY INFORMATION

## PLUS PACKAGE

Included in your package is ONE 90L piece of luggage, which must not exceed 16kg in weight and ONE 5kg day bag. Please see below for prices to purchase additional weight, including maximum bag sizes.

### Our recommendation:

- Your sleeping bag **must** fit inside your luggage and cannot be attached to the outside.
- If you are using EBE transport, you will not be able to load your sleeping bag onto the coach with your luggage. If it does not fit inside your luggage, you must take it onto the coach with you.

### Transporting your luggage with your bike?

You can opt to have ONE item of luggage (maximum 16kg) transported to and from the event using one of the EBE Hubs. Where an additional luggage allowance has been purchased or included, the excess (i.e.>16kg) will need to be transported separately. For costs see page 4.

PLUS PACKAGE				
Total weight of luggage	Main luggage		Hand luggage*	Cost
	Weight	Size	Weight	
21kg	16kg	90l	5kg	Included
26kg	21kg*	120l	5kg	£25
31kg	21kg*	120l	10kg	£50

\*The 120L bag must not exceed 21kg, therefore your hand luggage will need to accommodate the extra weight.



# ANY MORE QUESTIONS? GET IN TOUCH

## FOR MORE INFORMATION PLEASE CONTACT EBE DIRECTLY ON:

**Tel:** 01430 422111 between 10:00-16:00,  
Monday to Friday

**Email:** [info@bike-express.co.uk](mailto:info@bike-express.co.uk)

**Booking website:** [Here](#)

### Join the Community

Make sure to also join us on the [Ride Across Britain Facebook Forum](#) to meet other participants and swap advice and training tips.

### Follow us on social media

Follow us on our social media channels to see the latest tips from Ride Across Britain ambassadors, hear inspirational stories and get the latest news ahead of your event.

- [Facebook](#)
- [Instagram](#)