

Deloitte RAB 2019

Bike & Luggage Transport Timetable & FAQs

BIKE & LUGGAGE TRANSPORT TIMETABLE

Outbound Journey to Land's End (Drop-off)

DATE	DROP OFF HUB	LOCATION	FROM	TO
Sunday 1 st September	Inverness – IHG Hotel	IHG Hotel	08:30	09:00
Sunday 1 st September	Stirling, Stirling Services (M9/M80)	One Side Only	12:00	13:00
Sunday 1 st September	Edinburgh, Musselburgh Services (A1)	One Side Only	14:00	14:30
Sunday 1 st September	Newcastle, Washington Services (A1M)	Southbound	17:15	18:00
Monday 2 nd September	Leeds, Wetherby Services (A1M)	One Side Only	17:30	18:30
Tuesday 3 rd September	Manchester, Knutsford Services (M6)	Southbound	12:15	13:15
Wednesday 4 th September	Nottingham, Donington Park Services (M1)	One Side Only	08:30	09:30
Wednesday 4 th September	Cambridge, Cambridge Services (A14)	One Side Only	12:15	13:45
Wednesday 4 th September	North London, South Mimms Services (M25/A1M)	One Side Only	16:00	17:45
Wednesday 4 th September	East London, Thurrock Services (M25)	One Side Only	19:30	20:30
Thursday 5 th September	Cardiff, Cardiff Gate Services (M4)	One Side Only	07:15	08:00
Thursday 5 th September	Central London, NCP Car Park, Finsbury Square	Car Park	10:00	18:00
Thursday 5 th September	Newbury, Chieveley Services (M4)	One Side Only	10:15	11:00
Thursday 5 th September	South West London, Cobham Services (M25)	One Side Only	12:45	19:30
Thursday 5 th September	Birmingham, Hopwood Park Services (M42)	One Side Only	14:15	15:00
Thursday 5 th September	Bristol, Gordano Services (M5)	One Side Only	16:40	17:25
Thursday 5 th September	Taunton, Taunton Deane Services (M5)	Southbound	18:15	18:45
Thursday 5 th September	Southampton, Rownhams Services (M27)	Westbound	21:00	21:30

Return Journey from John O’Groats (Pick-up)

DATE	PICK UP HUB	LOCATION	FROM	TO
Monday 16 th September	Inverness – IHG Hotel	IHG Hotel	09:45	10:00
Monday 16 th September	Stirling, Stirling Services (M9/M80)	One Side Only	13:00	13:30
Monday 16 th September	Edinburgh, Musselburgh Services (A1)	One Side Only	14:00	14:30
Monday 16 th September	Newcastle, Washington Services (A1M)	Southbound	17:30	18:15
Monday 16 th September	Manchester, Knutsford Services (M6)	Southbound	18:00	18:45
Monday 16 th September	Leeds, Wetherby Services (A1M)	One Side Only	18:00	18:45
Monday 16 th September	Birmingham, Hopwood Park Services (M42)	One Side Only	20:45	21:30
Tuesday 17 th September	Nottingham, Donington Park Services (M1)	One Side Only	07:45	08:30
Tuesday 17 th September	Newbury, Chieveley Services (M4)	One Side Only	09:00	10:00
Tuesday 17 th September	Cambridge, Cambridge Services (A14)	One Side Only	11:00	12:00
Tuesday 17 th September	Cardiff, Cardiff Gate Services (M4)	One Side Only	14:00	14:45
Tuesday 17 th September	North London, South Mimms Services (M25/A1M)	One Side Only	14:00	15:30
Tuesday 17 th September	South West London, Cobham Services (M25)	One Side Only	14:30	18:30
Tuesday 17 th September	Taunton, Taunton Deane Services (M5)	Southbound	16:45	17:15
Tuesday 17 th September	East London, Thurrock Services (M25)	One Side Only	17:00	18:00
Tuesday 17 th September	Bristol, Gordano Services (M5)	One Side Only	18:30	19:30
Wednesday 18 th September	Southampton, Rownhams Services (M27)	Westbound	07:00	07:30
Wednesday 18 th September	Central London, NCP Car Park, Finsbury Square	Car Park	12:00	19:00

BIKE AND LUGGAGE TRANSPORT COSTS

Bike Transport

- One-Way: £96.00
- Return: £124.00
- Bike Bag or Bike Box from LE to JOG: £24

Luggage Transport

- One-Way: £17.00
- Return: £34.00

HOW TO BOOK

How do I book?

This booking can only be made online on European Bike Express website, using the links below:

- [Return Bike Transport](#)
- [Single Bike Transport to Land's End](#)
- [Single Bike Transport from John O'Groats](#)
- [Bike Bag/ Bike Box Transport Only \(from LE to JOG\)](#)

- [Return Luggage transfer](#)
- [Luggage Transport to Land's End](#)
- [Luggage Transport from John O'Groats](#)

What happens if I want to cancel my booking – can I get a refund?

The Refund Policy is listed below from when written notification is received prior to the start of the event.

NOTICE PERIOD	REFUND AMOUNT
150 -180 days	75% of total amount
120 -149 days	50% of total amount
80 -119 days	25% of total amount
0 - 79 days	NIL

When is the latest that I can book this transfer?

The latest date that you can book your travel arrangements is Wednesday 31st July 2019.

FAQs

GENERAL

Who is managing the Deloitte RAB Bike & Luggage Transport?

European Bike Express (EBE) are managing Deloitte RAB Bike & Luggage Transport. EBE have years of experience in transporting bikes for both events and cycling holidays so are a very trusted supplier of the Event.

Where and when do I need to drop off my bike/luggage before the event?

There are a number of designated regional hubs located across the UK for you to choose from. These are as per the timetable above, and collections take place at each location on a specific day between Sunday 1st September 2019 – Thursday 5th September 2019.

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 07903 819463 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 07903 819463 outside of these hours.

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

Your bike & luggage will arrive on the morning of Friday 6th September 2019.

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.

LUGGAGE TRANSPORT

How many pieces of luggage can I have transported?

You are only permitted ONE piece of luggage (Max 16kg) on the event. You can opt to have this piece of luggage transported to and from the event from the collection points, as per the timetable above.

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 whether or not you are having your bike transported.

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.

Is my bag insured whilst being transported?

Whilst in our 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.

BIKE TRANSPORT

Is my bike insured whilst it's being transported?

Whilst in our 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.

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 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 of £24 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).

How do I need to pack up my bike?

You can pack up your bike using pipe lagging (plumbing insulation) – please see diagram below. 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 should I prepare my bike before I drop it off?

It is essential that you:

- Remove both pedals (you will need to carry your pedals separately in your overnight bag that you bring with you to the Ride).
- Cover all tubular sections with pipe lagging (sold at a hardware store).
- Turn the handlebars through 90 degrees to the right (clockwise from above).

- 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).
- Ideally we would prefer that you also lower your handlebars and saddle to the lowest setting where possible.
- The wheels need not 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.
- Add your bike number to your bike (see below)

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 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 you're 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.

If I am transporting my own bike down to Land's End and back from JOG, 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 £24.

Where do I drop of 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 base camp. 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. 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.

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).