

Bicycle Garage Rules and Regulations

Effective from 4.10.2025

1. General Access

- The bicycle garage is open Monday to Sunday from 05:00 to 23:00.
- The facility is intended solely for parking and storing bicycles, electric bicycles, and cargo bikes. Storage is at the user's own risk. The city transport authority is not responsible for vehicles or other items left in the premises.
- Electric mopeds, electric scooters, and other high-powered motorized vehicles without pedals are not allowed in the bicycle garage due to fire safety and accident risks.
- If such vehicles are brought into the garage, we reserve the right to remove them without prior notice. Any relocation costs may be charged to the owner. If the owner cannot be identified, the person requesting the relocation is responsible for the costs.
- Bicycles may be stored in the garage for a maximum of 10 consecutive days. After this period, bicycles may be moved to the city depot or a nearby area. Further information on the location of bicycles or items can be obtained from customer service.
- Available spaces are for everyone and cannot be reserved in advance.
- If the racks are full, please find another bicycle parking location.
- Posting notices or advertisements in the garage is prohibited.
- The nearest public restrooms are located on the basement level of the Main Railway Station.

2. Bicycle Parking

- Bicycles must be parked only in designated racks or parking areas.
- Parking in walkways or next to racks is prohibited – walkways must remain clear and safe.

3. Storage of Items or Belongings

- The facility cannot be used for general storage. This is important for fire safety and cleanliness.
- Cycling gear may be stored temporarily in designated storage lockers (see section 8).
- Storing other personal items or belongings in the garage is prohibited. Such items will be removed and delivered to the Main Railway Station lost-and-found office.

4. Safety Instructions

- Bringing electric mopeds, electric scooters, or other vehicles with high-capacity batteries into the garage is prohibited, as damaged batteries may catch fire.
- Riding bicycles or other vehicles inside the garage is prohibited due to the risk of accidents.

5. Misbehavior

- Disruptive behavior is prohibited, including:
 - Excessive noise (e.g., loud music, shouting)
 - Violent or threatening behavior
 - Inappropriate behavior towards other users, the premises, or bicycles
- Vandalism is prohibited. Misuse will be reported to the authorities.
- Any disturbance or damage must be reported to customer service.

6. Bicycle Maintenance and Washing

- Maintenance and washing are allowed only in designated areas.
- Environmentally harmful cleaning agents are prohibited.

7. Cleanliness and Waste

- Users must maintain the general cleanliness of the premises.
- Waste must be disposed of in the designated bins.
- Larger items, such as old bicycle tires, must be taken to recycling points and cannot be left in the garage.

8. Storage Lockers

- Lockers may only be used for temporary storage of cycling gear (e.g., helmets, rainwear).
- Temporary storage means a maximum of one day. Lockers are emptied daily after closing, and items found will be delivered to the lost-and-found office.
- Larger luggage can be stored at the Main Railway Station luggage storage.
- Reserving lockers in advance is prohibited.
- In case of issues, contact customer service.

9. Charging Cabinets

- Charging cabinets are intended only for charging electric bicycle batteries with the user's own charger while the bicycle is parked in the garage.
- Maximum usage time is 9 hours, after which the cabinet lock opens automatically.
- Storing or charging batteries of electric mopeds, electric scooters, or similar devices is prohibited.
- Storing other items in charging cabinets is prohibited.
- Batteries and chargers left beyond the permitted time may be removed and delivered to the lost-and-found office.
- Reserving cabinets in advance is prohibited.
- In case of issues, contact customer service.

10. Services and Facilities in the Bicycle Garage

- Parking spaces suitable for frame locks
- Electric bicycle battery charging (currently free of charge)
- Bicycle maintenance station (tools, air pump, pressure gauge)
- Bicycle washing station
- Water point for filling bottles
- Parking spaces for cargo bicycles

11. Use of Garage Doors

- Garage doors must be kept closed. Open doors may pose safety risks and attract unauthorized persons.
- Permanent obstacles in front of doors or walkways are not allowed.

12. Responsibility and Damages

- Any damage occurring in the garage, including damage to bicycles or shared facilities, is the responsibility of the person causing it.
- All damages must be reported immediately to customer service.

13. Special Situations and Exceptions

- Maintenance work or other exceptions affecting the use of the garage will be communicated to users as quickly as possible, e.g., via the garage's website or information posters in the garage.
- If rules need to be temporarily modified in special situations, users will be informed separately.

14. Customer Service

- Customer Service: +358 9 4766 4000