



Welcome to ViaBike

Membership guidelines and code of conduct:

- Members should maintain a respectful and courteous relationship with other members and staff.
- Members must wear suitable clothing while in shared areas.
- Members should be aware of assigned bike stall area, keeping bike and any belongings within this space in a tidy manner.
- Towels provided by ViaBike are not to be used for cleaning bikes, bike components, or bike stalls and are meant for body use only.
- Any of the following actions are grounds for immediate termination of membership:
 - Theft or damage of other member's property.
 - Vandalism or damage to any ViaBike equipment or property.
 - Harassing or intimidating by words, gestures, body language, or any other menacing behavior towards members or staff.
 - Passing of membership keys to unauthorized users.
 - Bringing non-members into the facility.
 - Physical violence against another.
 - Using or possessing an illegal drug or alcohol in the ViaBike facility. Smoking is not permitted anywhere in the Via6 building including ViaBike.
 - Carrying or concealing any weapons, devices or objects which may be used as weapons.

What does my Membership Include?

- The standard membership of ViaBike includes storage for one bike, access to the locker rooms, showers, and towel service.
- Lockers can be rented on a monthly basis for an additional fee.
- Bike locks are not included and must be provided by member, we strongly recommend using a U-lock rather than a cable lock.

How do I Access ViaBike?

- Each member will have a key card that will grant them access to the ViaBike Club storage and locker rooms.
- ViaBike has two entrances:
 - The elevator in the north side of the alley between 5th and 6th Avenue. Take the elevator to the bike club at Level 1. The alley level is labelled 'M'.
- Through the Via6 building, the bike club door is labeled and is located between the restrooms and the north elevators in the North tower.

What if I Lose my Key Card?

- Notify the ViaBike Club manager:
 - ViaBike Club manager: (206) 607-7704
- If card is lost during Velo store hours, stop into the shop to terminate the lost key's access and be issued a new key card. There will be a \$25.00 fee to issue a new key card.





Bike Stall: _____

Locker # : _____

How Secure is the ViaBike Club Area?

- Only ViaBike club members can access the facility with a secure access keycard. However, we strongly recommend using a U-Lock to secure your bike.
- There will be 24 hour security cameras in the bike storage area. If there is theft of your property, please contact us immediately.
 - ViaBike Club manager: (206) 607-7704
 - Velo Bike Shop: (206) 325-3292

What are the Locker Room Policies?

- Locker rooms are a shared space and members should be courteous of other members.
 - When busy, limit shower time.
 - Keep personal belongings in lockers or bags.
 - Locker rooms will be cleaned daily, though cleanliness is appreciated.
- Personal belongings left in locker rooms outside of a locker will be put in the Lost and Found.
- If membership has been cancelled, belongings must be cleared out before the 15th of the next month.
- Items left in Lost and Found will be kept for one week and then donated. There will be a \$1.00 charge to retrieve an item from the Lost and Found.

How does Payment Work?

- Members will be automatically charged the appropriate membership fee on the 15th of each month to the card provided in the application. A pro-rated price will be charged at the time of sign-up for the partial month amount.
- Please notify us if credit card information needs to be updated or changed before the next month's billing.
- If a payment transaction cannot be processed with your card information, we will contact you to resolve the issue. If you cannot be reached and we do not receive a response within one week, membership will be terminated.

How do I Cancel my ViaBike Club Membership?

- You can cancel your membership at anytime, either during store hours at Velo Bike Shop, or via email:
 - ViaBike e-mail address: viabike@velobikeshop.com
- If a request to cancel is received before the 15th of the month, you will not be charged for the next month's membership. However, if canceled on or after the 15th, you are subject to that month's billing.

Once membership has been cancelled, you have two weeks to return the access key card. If not returned, the credit card on file will be charged a \$25.00 fee.

Contact Information:

ViaBike (call or text): (206) 607-7704

Velo Bike Shop: (206) 325-3292

E-mail: viabike@velobikeshop.com

