

Customer Information

11th August 2020



Dear Parkcycle Customer,

Parkcycle Opening

We are open from 10am to 6pm every day (last one hour hire is 5pm)

For latest information always check our twitter feed which will be updated with opening and closing times <https://twitter.com/richmondcycle>

Royal Parks – CYCLE ACCESS

There are now NO CYCLE RESTRICTIONS in place in the park

Access & Facilities in Richmond Park

Richmond Park has various restrictions in place which vary from time to time. The Royal Parks issue regularly press releases on social media channels. Further details on general access and what facilities are available can be found using the link <https://www.royalparks.org.uk/home/coronavirus-updates>

Helmets

Due to hygiene challenges with helmets we will not be able to provide free Adult Helmets. We can provide free child helmets (cleaned) but **we recommend that you bring your own helmets for you and your children.**

Advance Booking Requests

We are accepting advance bookings as normal.

If you want to book for the next day; you need to send your request by 5pm on the day before your intended visit. After this time we cannot guarantee a response.

Advance Booking Arrivals

If you have made an advance booking request there will be a separate queue line for you to join. This will help us ensure that you can hire at the time you requested rather than joining the general queue (which could be long).

Covid-19 Safety

Our mission is to keep customers and staff safe. Please see our “Keeping Secure COVID” notice at the end of this document. You can be reassured that you will be as safe as is possible when hiring from Parkcycle. We have implemented new methods for our hire operation based the key principles of social distancing and hygiene. In simple terms these include:-

- No cash transactions – Card Only
- Covid-Secure Operational Area (limited access into the hire area to enable social distancing)
- A one way system for customers
- A used/ clean bike hire and return system to enable all equipment to be cleaned between customers



Royal Parks – CAR PARK / VEHICLES

All car parks can now be accessed (except Isabella Plantation which remains closed)

The nearest car park to Parkcycle is Roehampton Gate Car Park. Please check the information below for full vehicle and car park access details or visit

https://www.royalparks.org.uk/_data/assets/pdf_file/0007/118942/MovementFactSheet_Richmond.pdf



	Weekdays	Weekends
CAR PARK ACCESS	Accessible Via	Accessible Via
Roehampton Gate	Roehampton Gate, Richmond Gate, Ham Gate, Kingston Gate	Roehampton Gate
Robin Hood Gate	Roehampton Gate	Roehampton Gate
Broomfield Hill	Kingston Gate	Kingston Gate
Kingston Gate	Kingston Gate	Kingston Gate
Pembroke Lodge	Richmond Gate, Roehampton Gate, Kingston Gate, Ham Gate	Richmond Gate, Ham Gate, Kingston Gate
Sheen Gate	Sheen Gate	Sheen Gate
Pen Ponds	Roehampton Gate	Roehampton Gate
Isabella Plantation	Closed	Closed

	Weekdays	Weekends
VEHICLE RESTRICTIONS		
Through Traffic	Cars will be permitted to drive between Kingston, Ham, Richmond and Roehampton Gates on weekdays	Cars Permitted between Kingston, Ham and Richmond Gates No cut-through traffic between Roehampton, Sheen and Richmond Gates.
Road Closure	Robin Hood Gate to Broomfield Hill Car Park	Robin Hood Gate to Broomfield Hill Car Park