

## **WHAT IS THE BICICAS SERVICE?**

Bicicas is a municipal bicycle rental service that facilitates to ride around the city of Castellón de la Plana.

Our aim is to offer an alternative way to conventional transport fast, flexible, practical, cheap and healthy.

For that we provide a network of bicycle parking points distributed all over the town. Please see the following link to check the location of the available rental points: <https://bicicas.es/#mapa>

The time of use is limited to 2 hours (per bicycle). There are no limit of rentals (one bicycle per use).

## **HOW MUCH DOES A SUBSCRIPTION COST?**

Prices for the available subscriptions are as follows:

- **Annual subscription:** €24
- **Quarterly subscription:** €20
- **Monthly subscription:** €10
- **Weekly subscription:** €6
- **Daily subscription:** €2

Prices will be increased by VAT according to the rate at the time of accrual.

## **HOW CAN I ACCESS THE SERVICE?**

Service registration is available through the Bicicas website ([www.bicicas.es](http://www.bicicas.es)), or through the Bicicas mobile APP.

But if you do not have spanish ID or NIE, to get the service you shall send us a copy of your passport or your ID card to [altas@bicicas.es](mailto:altas@bicicas.es). Then we will send you an ID code to fill in the place DNI box of the register form.

### **Mobile APP:**

- Download the app **Bicicas** from the Play Store or the App Store.
- Fill in the registration form (do not forget to read the **Terms and Conditions of use**)

- Login with your ID code and the password you have created.
- Enter the “*Subscription*” section, where you will be able to purchase any of the available subscriptions using a bank card.

**Website:**

- Enter the **bicicas.es** website, you can change language into English, on the “User Panel” option click on the “*Sign up for a Bicicas.es account*” button.
- Then fill out the form, where you will have to create a password of at least eight characters, containing Capital letters, Small letters and numbers.
- Now login the User Panel. There you shall purchase a subscription and, if you wish, the Móbilis card. Payment shall be made by bank card only.

**FROM WHAT AGE CAN YOU ACCESS DE THE SERVICE?**

The service is available to any natural person over 18 years of age, and for minors over 16 years under the following conditions:

- Signing of a statement by the legal representative of the minor at the Bicicas offices, which address is Polígono Estadio, nave 18.
- Completion of the Road Safety Course offered by the City Council. To register for the course will be requested at the Bicicas office.

**I HAVE PURCHASED THE MÓBILIS CARD, HOW CAN I GET IT?**

You can pick it up at any of these authorized offices:

- **Oficina Bicicas:** Polígono Estadio, nave 18. From Monday to Friday from 9:00 to 19:00 hours.
- **Tenencia de Alcaldia del Grao:** Passeig Bonavista, 28. From Monday to Friday 9:00 to 14:00h.
- **Tenencia de Alcaldia Norte:** Plaça Primer Molí s/n. From Monday to Friday 9:00 to 14:00h.
- **Tenencia de Alcaldia Sur:** C/ Ricardo Català. From Monday to Friday 9:00 to 14:00h.
- **Tenencia de Alcaldia Oeste:** Plaça Espanya, 1. From Monday to Friday 9:00 to 14:00h.

- **Tenencia de Alcaldía Este:** Avinguda Germans Bou, 27. From Monday to Friday 9:00 to 14:00h.
- **Tourist Info Castelló:** Plaça Major. From Monday to Friday from 10:00 to 18:00 hours and Saturdays from 10:00 to 14:00 hours.

### **HOW CAN I TAKE A BIKE?**

To use the service with the mobile APP, please follow these steps:

- Click on the “*Login with APP*” option located on the screen of the computerized column of the parking point.
- Insert the two codes generated by the mobile APP in the “*Code*” section. There is one 4-digit user code and one PIN code which is generated every 30 seconds.
- Select the “*Take Bike*” option.
- Select the bicycle you want to use that previously you have verified that it is in perfect condition of use.

To use the service with Mòbilis card, please follow these steps:

- Identify yourself by approaching your card to the reader located under the screen of the computerized column. Hold it for a second.
- Enter your PIN.
- Select the “*Take Bike*” option.
- Select the bicycle you want to use that previously you have verified that it is in perfect condition of use.

Remember **you must return it back before 2 hours**.

Enjoy the ride!!

### **HOW DO I MAKE SURE THE BIKE HAS BEEN ANCHORED PROPERLY?**

The bicycle's security lock must be inserted in any of the free anchors of the bench.

Then it will be checked:

- that the bicycle has been properly anchored, giving it a pull.

- the appearance of the confirmation message of bike returned on the screen.

In case the confirmation message does not appear you must notify us as soon as possible. We will solve it immediately!!

### **I NEED CONTACT BICICAS, HOW CAN I DO IT?**

- The Incident phone number is **677 412 418** and its service hours are:
  - From Monday to Friday, from 7:30 to 22:30 hours.
  - Saturdays from 9:00 to 21:00 hours.
- Our email address is: **bicicas@bicicas.es**
- If you need visit us, our office is located in Polígono Estadio, nave 18, and the open hours are: from Monday to Friday, from 9:00 to 19:00 hours uninterruptedly.

### **I WANT REQUEST THE CANCELLATION OF THE SERVICE**

The service can be terminated in the following two ways:

- Temporary subscription cancellation: it is defined as the one in which the period of validity of the subscription ends. In case of annual subscriptions, the User shall cancel the automatic renewal option sufficiently in advance (48 hours).
- Definitive subscription cancellation: it is defined as the complete contract cancellation. For this, the user shall visit the Bicicas office, located in Polígono Estadio, Nave 18. The office is open Monday to Friday, from 9:00 a.m. to 7:00 p.m., uninterruptedly. The User's ID will be required. The User may request that his or her data is deleted from the system.

### **WHAT SHALL I DO IF...**

- **I HAVE LOST MY MÓBILIS CARD.** You can purchase a new one from the User Panel. Enter the "My Card" section and select the "Lost Card" option. Then you can pick it up at the Bicicas Customer Care Office or at any other authorized point. But remember that downloading our app you can also use the service.

- **I HAVE FORGOTTEN THE PIN OF MY MOBILIS CARD.** Contact us and we will send you an email.

- **MY BICYCLE HAS BEEN STOLEN.** You must notify it to Bicas as soon as possible.

- **I HAVE HAD AN ACCIDENT.** If there are third parties implicated, you should know that you must find out the data of the other person implicated. And by other hand, the bike remains under your responsibility until it is returned back. In any case you must notify Bicas about it as soon as possible.

- **IF THERE ARE NOT BIKES AT THE PARKING POINT OR, ON THE CONTRARY IT IS FULL AND THERE ARE NOT FREE ANCHORS TO RETURN IT.** It may happen that there are not bikes available to take or there are not free anchors to return a bike. In both cases you should go to another parking point. The bike is under your responsibility and leave it in the street without any anti-theft measure is prohibited.

The screen of the computerized column will show information regarding the closest rental points to take or return the bicycle if the service is not available at that point.

- **THE ANCHOR DOES NOT UNLOCK THE BICYCLE.** You shall contact us and we will solve it and notify the maintenance staff to fix the anchor.

- **BROKEN BICYCLE.** It is very important you notify us about it. The best way to do it is using the option "*Register Issue*" located in the computerized column of the parking points. Making this the bike gets blocked until it is fixed. The other users will thank you.

- **WHEN I TRY TO ACCESS THE SYSTEM IT TELLS ME THE NEXT WARNING...**

**"YOU ALREADY HAVE AN ACTIVE LOAN"** It can be for two reasons:

- You did not anchor properly the last bike you used.
- The system did not registered the return.

Remember that after returning the bike you must ensure that the bike cannot be removed from the anchor and then you have to check the confirmation message that informs the proper return of the bike. If you cannot check the the message you must notify us.

**“YOU DON’T HAVE AN ACTIVE SUBSCRIPTION”**. Your subscription has expired. To continue using the service you shall login your user account and purchase a new one.

**“YOU DON’T HAVE AN ACTIVE PAYMENT METHOD”**. It means that the bank card you have provided has expired, if you have read the Terms and Conditions you will know that if it expires during the contract term, the right to use the service is blocked until you provide a valid one. The service will be restored automatically when the card is updated. You shall “Pay €1” in order to verify that it works properly, in a few days the euro will be reimbursed.

**“WE ARE SORRY. YOU CANNOT BORROW A BIKE DUE TO:...”** The system disable the service because has evidence about a failure of our Terms and Conditions. If you want further information you can contact us.

### **RESPONSIBLE USE**

Bicicas team appeal all users and citizens raise awareness that bicycles are VEHICLES, for that is very important they are in perfect condition of use.

Our bicycles are bike ride, so they have been designed to ride for urban roads, so we ask all the Bicicas users:

- Not to ride by inappropriate areas.
- Not transportate passengers.
- Not mistreat or break it intentionally. All the elements of the bike are needed.
- Register the issues at the parking points. In this way the bike gets blocked until it is fixed.

Bicicas worries about the integrity of users, for that we want to thank you all your cooperation in giving a responsible use of our bikes.