



Pre-authorisation

We need to take a deposit for the items that you hire. Deposits are usually taken as a pre-authorisation on a credit / debit card. Our policy and any questions are detailed below.

What is a pre-authorisation?

Credit / Debit cards are pre-authorised prior to your hire starting. A pre-authorisation is a temporary hold of a specific amount on a credit / debit card. The amount is dependent on what you are hiring and is in line with our deposit rates below.

A pre-authorisation guarantees us that the funds are available to pay for any charges incurred. This includes losses and damage at full retail prices plus labour as per our Hire Terms & Conditions.

A pre-authorisation is not a charge and no funds have been debited from your account. Funds are 'ring fenced' against expenditure for the duration of the pre-authorisation.

HSBC Merchant Services are responsible for the maintenance and management of the pre-authorisation process. Should you have any queries regarding your pre-authorisation or any part of the process, they can be contacted on 0845 7023344.

When does the pre-authorisation get released from the card?

We 'complete' a pre-authorisation transaction on your return for the applicable hire charge plus any extras if required.

The balance of any pre-authorisation is released at this point but depending on your card company it can take up to 10 days to clear in your account. However, in our experience, we have found that up to 72hrs to be the norm. We cannot be held responsible for funds not clearing immediately and we advise that you ensure that you have sufficient funds available for any outgoings that you may have during this period prior to undertaking a pre-authorisation.

When did we start this practice?

We have been preauthorising credit/debit cards since 2007. This is not a new practice nor do we hide the fact that we must do this. We have historically accepted other forms of deposit, however, due to the number of bike thefts this year, we have to be more rigorous about our policy and since debit cards are more in use, more visitors have had questions regarding this practice.

We thank you for your patience, understanding, and cooperation.

What if you can't do a pre-authorization?

We understand that it is not always feasible to do a pre-authorization. In these cases we accept the following deposits.

Valid Photo ID such as driving license, NHS card, MOD card, Student card. These need to correspond with the person filling out the hire form and will be kept in our safe for the duration of the hire.

Credit or debit card (if paying by card) which, will be kept in our safe for the duration of the hire.

We are unable to take cash deposits. Where paying by cash, we are only able to accept photo ID as a deposit.

Deposit Rates:	
Full Suss	£250 + Photo ID
Intermediate Bikes	£100
Standard Bikes	£75
Other Equipment	£50