

Cycling Holidays Handbook

Requirements and guidelines for local operators on how to run Exodus cycling holidays

The best cycling holidays on the planet...

For the last 5 years cycling holidays have been Exodus' fastest growing product. We now offer 82 trips in 47 different countries.

As we plan for further expansion it becomes even more important for Exodus to ensure we are consistently delivering high levels of safety, service and quality across all our cycling trips. To do this we rely on the skills, experience and cooperation of our network of worldwide local operators who deliver our product.

This handbook explains our expected standards for all Exodus cycling holidays and, together with key supporting documents, gives our overseas partners clear guidance and tools needed to achieve these high standards.

These are exciting times for us all and we intend to work closely with all our cycling partners to ensure that cycling sales continue to grow and that we keep our customers coming back for more.

Happy riding...



Andy Ross
Cycling Programme Manager



Mike James
Operations Director

How to use this document

This document has been prepared by Exodus and is designed for use by operators of Exodus cycling trips. It outlines Exodus' expectations with regards to the operation of safe and enjoyable cycling holidays by including both minimum standards and guidelines.

Supporting Cycling Documents

Cycle Leader Handbook
Daily Ride Plan
Safe Cycling Guide

Reference Documents

[Exodus Leader Handbook](#)
[Exodus First Aid Policy](#)
[Incident Management Reference Card \(IMRC\)](#)

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1 Identifying Specialist Cycling Staff

1.1 Selecting operators for Exodus cycling holidays

Cycle trips require cycle-specific experience and expertise to operate well. As such Exodus chooses its partners to operate cycle holidays carefully.

Our first choice will be to work with a specialist in operating group cycling holidays in the destination.

Where this is the case, the following documentation should be enough to inform the operator of our expected standards. If the operator is new to Exodus, other standard documentation will need to be reviewed for them to understand how all Exodus holidays should be operated.

Our second choice will be a specialist in running other activity holidays who is already working with Exodus.

Where this is the case, the following documentation should be followed up with detailed cross-checks (by phone as needed) on all parts of the itinerary and service.

Our third choice would be a non-activity specialist, but who has a long history of working with Exodus and a proven track record of developing new and different itineraries or activities.

Where this is the case, all the documentation should be reviewed, along with a face to face visit and full cycle route review from Exodus cycle product staff.

Once the supplier is chosen, in all cases it is important that the local operator identifies specialist staff to manage and deliver the cycling holiday at an early stage.

1.2 Staff in the office

1.2.1 Local managers

Exodus **expects** a local manager with direct experience of operating cycling holidays to take full responsibility for the cycling programme as the manager's responsibilities will include:

- Management of cycling leaders, support staff and bike fleets
- Route planning
- Regular monitoring of feedback from leaders and customers to identify quality and safety issues, and to make general improvements

If the chosen local manager has no direct experience of group cycling holidays, one of the following solutions should be applied:

- The manager joining an established Exodus cycling holiday to observe how it operates
- An Exodus cycling staff member visiting the local operator to discuss and agree all details of the trip

1.2.2 Bike fleet manager

The local manager must select an individual to be responsible for the bike fleet management whether the fleet is owned by the local operator or provided by a bike rental shop or agency. This ensures personal responsibility is taken for the quality and safe condition of the bikes supplied to Exodus clients. (See section 6).

1.3 Staff in the field

1.3.1 Choosing appropriate cycling leaders

Where no established cycling leaders are already working for the operator, appropriate leaders will need to be identified as a key part of the trip set up.

Official cycling leader qualifications are not common around the world and are therefore only an Exodus requirement where it is law or established best practice in that country, however all Exodus cycling leaders should have the following:

- Experience of being a tour leader - Exodus recommends at least 1 year of experience in the country or region of operation

- Cycling competency and enthusiasm - as a minimum Exodus expects leaders to own a bike, take regular bike rides of their own accord and be able to comfortably complete all rides in the itinerary
- First aid training - as explained in the [Exodus First Aid Policy](#)
- Bike mechanics knowledge - sufficient to fix common issues e.g. bike set-up, tyre change, wheel change, brake and gears adjustment, fixing a broken chain

1.3.2 Training and induction for new leaders

Exodus **requires** the operator to ensure that leaders have completed the necessary training and induction before leading their first Exodus cycling trip.

- Wherever possible Exodus expects new leaders to shadow an existing leader for one full trip of the same or similar itinerary to see in practice the techniques, skills and decision-making needed to run a successful cycling trip
- Leaders must have first-hand experience of the full cycle route of the trip in advance. If not done as part of the leader shadowing exercise, a separate trip will be required to cover the full cycling itinerary
- Leaders must be equipped with appropriate personal kit (proper cycle clothing, helmet etc.) and group kit (bike spares, first aid kit etc.). See [Equipment List \(section 6.4\)](#)
- Leaders must be familiar with the bike fleet to be used and any possible issues (bike type, set-up and adjustments)
- Leaders must be briefed on the vehicle support set-up
- Leaders must be briefed on accident and emergency procedures, and be provided with the appropriate materials. (See sections 5.2 and 5.3)

1.3.3 Assistant cycling leaders

Having an assistant leader should be considered for all trips, as having two staff cycling with groups allows customers to cycle more easily at their own pace. Assistant leaders can also be used for other roles, most commonly as bike mechanics. The decision to have an assistant leader will depend on the cost, group size, route itself and amount of vehicle support available.

The assistant leader's role must be clearly understood by the leader, assistant leader and group, and the main leader should take responsibility for ensuring this. (See [section 3.3](#))

1.3.4 Support staff

Support vehicle staff (drivers, assistant leaders or bike mechanics) play an important role in supporting the leader and cyclists, and in the running of a successful trip. Trips where the support staff are fully engaged with the clients and offer an enhanced service (bike checks or cleaning, providing picnics or snacks etc.) consistently have the best customer feedback.

Exodus expects local operators to:

- Use the same staff, wherever possible, so that the support they provide is consistent and can be improved or enhanced over time
- Ensure there is a full briefing process so new support staff understand their roles and how they will benefit the trip on a daily basis

2 Route Planning

2.1 General considerations

Before planning a cycling trip, the following must be considered:

- What are the main aims of the trip?
 - To visit key sites, scenery or points of interest?
 - To enjoy quiet roads and rural life?
- What style of trip is preferred?
 - To enjoy 'door-to-door' cycling?
 - To cover a greater distance each day by using vehicle transfers as well as riding?
 - To do rides in one location (a centre-based trip)?
- What is the grade (activity level) of the trip?

2.2 Grading trips

The grade should be decided by discussion with Exodus product team, based on the difficulty of the route. To cross-check the grade, the table below will normally be used.

Activity Level	Avg. daily height gain	Max. daily height gain	Avg. daily distance	Max. daily distance
Grade 1. Leisurely	Up to 100 m	300 m	20-40 km	50 km
Grade 2. Leisurely / Moderate	Up to 200 m	600 m	30-60 km	80 km
Grade 3. Moderate	100-400 m	1000 m	40-70 km	100 km
Grade 4. Moderate / Challenging	100-600 m	1500 m	50-80 km	110 km
Grade 5. Challenging	200-1000 m	2000 m	50-90 km	120 km
Grade 6. Challenging / Tough	400-1500 m	2500 m	70-100 km	140 km
Grade 7. Tough	500-2000 m	3500 m	80-100 km	160 km

Daily height gain. The figures used should be the total ascent in a day (as measured by a GPS) and not just the difference between the lowest and highest points of a ride.

Daily distance. Distances should be planned so that they should allow time for re-grouping, rest and refreshment stops, admiring the view, taking photos, interacting with local people and visiting points of interest. As well as completing the route within daylight hours.

Environmental challenges. High altitude (above 3000m), very low or high temperatures, poor road surfaces, consecutive demanding days and other comfort factors (such as basic accommodation or camping) can affect the activity level. Environmental challenges may increase the grading of an itinerary.

- **No challenges** - no change in grade.
- **Mild challenges** - consider increasing grade by 1.
- **Significant challenges** – increase grade by at least 1.

2.3 Route planning

2.3.1 Road surface

The expected road surface is an important factor in determining the grade of a trip and clients' enjoyment and their safety. A detailed description of the expected surface should be provided to Exodus to be put into our trip notes and also for leaders to use in the **Daily Ride Plan**. (see Section 2.5)

Surface type	Description and examples
Road	Good asphalt/tarmac, potholed asphalt/tarmac, old or gravelly/tarmac, purpose built or re-purposed cycle ways.
Off-road: Unsurfaced roads	Vehicle width. Usually passable by off-road vehicles. Fire roads, dirt roads, cobbled roads, or 'piste'.

Off-road: Single track	Narrow trails which are not passable by a vehicle.
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2.3.2 Road traffic conditions

Exodus aims to avoid busy roads on our cycling trips where possible. Using quieter routes greatly improves clients' experience and having the opportunity to enjoy cycling 'off the beaten track' is a key feature of why many clients choose to travel with Exodus. A certain amount of time on busy roads is acceptable where there is no alternative, and if the group's safety can be appropriately managed. (see section 2.4)

2.3.3 Vehicle usage

Daily transfers

The nature of some trips requires groups to use vehicle transfers to allow them to complete the key points of the itinerary. It is preferable that these transfers are kept to a minimum and time in the saddle is maximised.

Daily vehicle support

Varying degrees of vehicle support are provided on Exodus cycling trips. For descriptions of these, refer to section 3.2.

Emergency vehicle access

Road cycling trips would be expected to allow for emergency vehicle access the majority of the time. Emergency vehicle access must be considered when planning off-road cycling trips or off-road sections of road cycling trips.

2.3.4 Logistical considerations

Operators should also consider the following when planning cycle routes:

- Can appropriate food and drink be provided during rides (access to lunch stops, water and refreshments)?
- Do meals before and after rides need to be adapted to ensure cyclists have appropriate energy and nutrition to complete the planned rides?
- Is there suitable secure overnight bike storage, cleaning and maintenance facilities throughout the route?

2.3.5 Variations from the planned route

If appropriate, route planning can include more than one option – a plan A and plan B route – and last minute changes can be made to the planned cycling route based on:

- Forced changes – e.g. Issues with road conditions, weather or route hazards
- Improvement changes – seeing something special e.g. local festivals, wildlife opportunities etc.
- Ability and fitness level of the specific group of clients

2.4 Acknowledging known route hazards

Exodus accepts that cycling is a hazardous activity. By acknowledging route hazards, which are the main cause of accidents and injury to our clients, we can minimise the chance and severity of accidents.

Where there are known hazards present on a route they should be identified, logged (see **Daily Ride Plan**) and managed appropriately, both in the planning stages and by the leader on the ground. The following types of hazards should be considered:

- **Road surface.** Eg. potholes, loose gravel, muddy, off-road sections, road works or wet tarmac
- **Road geography.** Eg. Long or steep descents, unprotected drops
- **Risks from other road users.** Eg. Fast or major roads, congested city traffic, general heavy traffic, large vehicles.

Exodus **requires local operators** to:

- Make sure that leaders know to report new hazards as they are spotted
- Ensure that information about hazards is shared between leaders
- Clearly explain to leaders their role in managing the group around hazards

Exodus **requires leaders** to:

- Follow the guidance for route hazards in the **Cycle Leader Handbook**
- Make sure known hazards are reported to the local operator
- Pass such information on to our clients with regular briefings and warnings

2.5 Daily Ride Plans

2.5.1 Purpose

Exodus **recommends** that local operators document and provide leaders with a simple **Daily Ride Plan**. This should be used for:

- Confirming to leaders and support staff the preferred operation of each day, if necessary with plan A and plan B options
- Letting Exodus know the details of each cycling day so that changes can be made to the itinerary and trip notes

2.5.2 Template

A **Daily Ride Plan** template is provided to make the process of creating these easier. If local operators have their own documentation it should include the following information:

Route Statistics	Logistics	Hazards and safety
<ul style="list-style-type: none"> • Total Cycle Distance • Total Ascent and Descent • Expected Road Surfaces • Simple Map Extract or Route Drawing 	<ul style="list-style-type: none"> • Integral Transfers • Rest and Lunch Stops • Re-Grouping Points • Visits or Points of Interest 	<ul style="list-style-type: none"> • Specific Route Hazards • Environmental Hazards • Emergency services & medical facilities

2.5.3 Customer handouts

Where agreed with Exodus, local operators may use the Daily Ride Plan as a base to provide clients with a written summary of information they may find useful on each cycling day. If local operators are already providing printed route descriptions to leaders or clients, these should be passed to Exodus to approve.

3 Support Vehicle and Staff

3.1 Support services provided on each trip

Decisions regarding the appropriate level of support on each trip should be made in the planning stage through discussions between the local operator and the Exodus product manager. The level of support preferred can vary greatly according to the cost (vehicle and staff) and the benefits they can provide.

Support vehicles and staff should provide a range of services to the group, and support the leader. Exodus expects to be informed by the local operator of what services are included on each trip in terms of vehicle support and support staff, and how these will be delivered.

3.2 Support vehicles

3.2.1 Support vehicle role

Depending on the trip, the following services may be provided by the support vehicle:

Required services	Standard services	Possible services
Main luggage transport Emergency care	Tired or resting cyclist transport Spares, tools and first aid kit Transport and provision of water, snacks and refreshments Backmarker/sweeper Bike transport Daily transfers (whole group)	Daypack/personal items transport Picnic shopping and set-up Marking rest stops or re-grouping points Marking key turnings

3.2.2 Support vehicle options

Exodus has 3 standard definitions to describe the level of vehicle support provided, these are explained below.

Level of support	Where the vehicle goes... <i>Does the vehicle accompany the group?</i>	What the vehicle takes... <i>Can the vehicle carry all bags, clients and bikes?</i>
Full vehicle support	Vehicle(s) and driver (s) are 100% dedicated to the group and are available at all times	
Details	<ul style="list-style-type: none"> Vehicle accompanies the group over all passable terrain e.g. 90-100% of the time 	<ul style="list-style-type: none"> Vehicle set up to comfortably carry all clients, bikes and bags An unlimited number of clients can choose to travel in the vehicle at any time
Partial vehicle support	Vehicle support is only partially available while cycling either due to limited space for clients or severe route restrictions	
Details	<ul style="list-style-type: none"> Vehicle does not regularly follow the group on all routes due to accessibility or because it is simply not needed Vehicle may be used only for transfers to and from rides 	<ul style="list-style-type: none"> A smaller vehicle (e.g. van or minibus) may only be able to carry a certain number of clients and bikes at one time If all clients choose to travel in the vehicle at the same time, alternative transfer arrangements will need to be made

Emergency support only	Vehicle support not provided while cycling but vehicle assistance is available in an emergency	
Details	<ul style="list-style-type: none"> • Vehicle does not follow group at all • A vehicle can be made available in an emergency or special circumstances • Support vehicle may be shared with other groups or self-guided customers 	<ul style="list-style-type: none"> • Vehicle able to carry 1 or more of the group plus their bikes in an emergency • Vehicle may or may not be able to take all of the group plus their bikes

3.3 Support staff

Depending on the number of cycling leaders and vehicles used, a number of other staff may support the group. They may cycle with the group as assistant leaders/mechanics or travel in the support vehicle(s) and their main role may relate to the bikes, the rest stops or assisting the drivers. In all circumstances it's important that each staff member, Exodus and the clients understand every staff member's role. Support staff may take any of the following roles:

- Additional cycle guide: front pacesetter or backmarker
- Bike maintenance (major or minor)
- Loading and unloading bikes from the support vehicle
- Bike cleaning
- Provision of water, snacks and refreshments
- Provision of picnics or full meals
- Driver's assistant

4 Cycling Leaders

4.1 The overall leader role

In addition to cycling, Exodus cycling leaders should assume the normal tour leader role. Exodus' expectations of this role are explained in detail in the [Exodus Leader Handbook](#).

4.2 Cycling specific responsibilities

Local operators and leaders must read the [Cycle Leader Handbook](#) and have a clear understanding that cycling leaders' responsibilities include the following:

Cyclist safety

- Reiterating and reminding clients of the [Safe Cycling Guide](#) during the welcome briefing
- Monitoring all aspects of cycle safety during the trip

Cycling enjoyment

- Providing daily briefings and regular en-route briefings, referring to the [Daily Ride Plan](#)
- Giving clients cycling tips and advice
- Assisting struggling clients
- Managing the more able clients

Managing the support team

- Confirming that all of the support team are aware of their role and the plan for each day's ride
- Ensuring that the support team provide all possible assistance for clients

Managing the bike fleet while on the trip

- Arranging the bike handover
- Repairing and adjusting bikes, including supervising an 'M check' performed each morning before the ride
- Organising bike storage and transportation

4.3 Leaders and Equipment

Group equipment

Leaders are responsible for taking all the appropriate equipment to ensure they and the support staff can fulfil their roles and that the group is fully supported:

- Maintenance equipment, spares and tools
- Appropriate food and water supplies
- Client luggage and personal items

Personal equipment

Exodus cycling leaders should set an example by wearing the following:

- Appropriate cycle clothing including an Exodus cycling jersey, appropriate cycling shorts and cycling footwear, rain gear
- A cycling helmet at all times while riding

The full cycling [Equipment List](#) (see section 6.4) shows which items are required and which are optional.

5 Cycle Safety and Planning for Accidents and Emergencies

5.1 Minimising the risk of accidents and injury

There is an inherent risk of injury from falls, collisions or route hazards whilst cycling. Exodus expects local operators to manage the risk of accident and injury as follows:

- Ensure bike safety and quality before and during the trip by having proper bike fleet management processes (see [Cycle Leader Handbook](#))
- Identify the key risks for each itinerary (e.g. other road users, poor road surfaces, climate issues etc.)
- Ensure the leader and support team manage the risks and cyclists appropriately

Exodus expects leaders to manage the risk of accident and injury as follows:

- Ensure bike safety by teaching and supervising a thorough 'M check' every morning (a description of the M check can be found in the [Cycle Leader Handbook](#))
- Re-issue the [Safe Cycling Guide](#) to all clients at the start of the trip and include an explanation in the welcome briefing, including talking about the Exodus Cycle Helmet policy. See [Cycle Leader Handbook](#).
- Acknowledge the known route hazards on a daily basis, with reference to the [Daily Ride Plan](#)
- Manage the cyclists where route hazards exist following the guidance in the [Cycle Leader Handbook](#)

5.2 Planning for emergency medical care

5.2.1 Understanding local emergency and medical services

Pre-trip research should be carried out to understand the availability of local medical facilities including what emergency services are available throughout the route. This should include where ambulance services are available and whether they run on a public or private basis.

Where access to medical facilities (hospitals or local clinics) requires a significant detour or change to the planned route, a **Medical Emergency Plan** may be required in order for all parties to be aware of the nearest medical help. The standard Exodus Medical Emergency Plan document contains:

- Location of the nearest medical facilities for each day of the itinerary
- Emergency phone numbers for medical or evacuation services
- Emergency phone numbers for Exodus and local operators

5.2.2 Leader skills, knowledge and equipment

To fulfil their responsibilities in the event of an accident, leaders must:

- Hold appropriate First aid qualifications and carry a first aid kit, in accordance with the [Exodus First Aid Policy](#).
- Have an appropriate briefing from the local operator on emergency procedures.
- Carry and understand the Exodus [Incident Management Reference Card](#) and, if available, a Medical Emergency Plan document.
- Have a reliable form of communication to call the support team, other leaders, local office and emergency services
- Have access to a support vehicle to assist with emergency care.

5.2.3 Emergency communications

- Operators should ensure that leaders, assistant leaders and any other support staff have working communications both with each other and with any external services that may be needed, including the local office.
- Operators and leaders are required to know of any 'blackspot' areas of the itinerary where phone reception is unavailable and to know where to go from these blackspots in order to get phone signal.
- If the itinerary has many mobile blackspot areas it may be necessary for leaders to carry a satellite phone or radios in order to call for medical help in the event of an emergency.

5.3 Delivering emergency care

5.3.1 Immediate care

- Leaders should assume the role of primary first aider
- Leaders should get injured clients to medical care by calling the emergency services or if appropriate, taking them to hospital using the trip support vehicle
- Leaders should delegate responsibilities to support staff as necessary (e.g. looking after the rest of the group or calling the emergency services)
- The accident must be reported to the local office at the earliest opportunity
- Clients should not be asked to assist in an emergency unless they have medical qualifications and offer to help

5.3.2 Local office support

- It should be clear before the start of any trip who in the local office is responsible for 24 hour support in an emergency
- The local operator must inform Exodus according to the standards shown in the [Incident Management Reference Card](#)
- Should on-going care be necessary, Exodus and the local operator will ensure the right actions are taken to care for the injured client while the rest of the holiday continues

5.3.3 The role of Exodus

Once the details are reported, the Exodus Incident Response Team will work with the local operator and leader to ensure that the right actions are taken to care for the injured client. Additionally Exodus will:

- Provide assistance to clients or clients' family members depending on what is necessary
- Consider writing to the clients on their return if informed by the local operator
- Assist with documentation for an insurance claim

6 The Bikes

6.1 Bike Fleets

6.1.1 Choice of model and number of bikes

Exodus cycling trips cover many different environments and terrains, and choosing the right bikes for the conditions is essential.

- Where a fleet of bikes is already owned by a local operator, Exodus will check the bikes against the minimum standards shown below. Exodus may require a local operator to source different bikes before working with Exodus.
- Where a fleet needs to be purchased, Exodus offers the below guidelines to local operators. As this is a big investment, it is essential that local operators discuss the details of the planned purchase with an Exodus cycling expert beforehand and get approval to avoid wasting time and money on unsuitable bikes.
- Exodus cycling expert, David Sear, can be contacted at askdavecycles@exodus.co.uk

Exodus bike specifications table

	Road touring Good surface	Road touring Mixed surface	Drop bar	Off road
The bike				
Preferred style	Hybrid preferred	Mountain bike or hybrid	Road bike with drop handlebars	Mountain bike
Suspension	Rigid forks	Front suspension preferred	None	Front suspension required
Frame	Aluminium	Aluminium	Aluminium or carbon	Aluminium
Wheel size – imperial	29 inches	(26) or 29 inches	NA	26 or 29 inches
Wheel size - metric	700c	700c	700c	NA
Tyres	Road tyres or semi-slicks	Off road or semi-slicks	Road tyres	Off road
Gears	21 speed+	21speed+	18 Speed+	27 speed+
Brakes	V brakes or disc brakes	V brakes or disc brakes	Calliper brakes or disc brakes	Disc brakes
Saddle	Comfort saddle	Comfort saddle	Road saddle	Comfort saddle
Pedals	Flats	Flats	Flats	Flats
Maximum weight	14kg	14kg	9kg	15kg
Extras				
Bottle cages	At least 1	At least 1	At least 1	At least 1
Rack, saddle bags or panniers	Not required, but may be appropriate	Not required, but may be appropriate	Small saddle bag for multi-tool and tubes	Small saddle bag for multi-tool and tubes
Other: Bike stand, speedo, lock etc	Not required, but may be appropriate	Not required, but may be appropriate	Speedo not required but may be appropriate	No stands for mountain bike trips

Bike fleet size and quantities table

It is important that clients are provided with a bike that matches their height. This means local operators will need to ensure they have access to a wide range of bike sizes and that bikes are always accurately assigned according to clients' heights.

Frame size (inches)	Quantity needed	
	1 trip. 16 clients. 20 bikes	2 trips. 32 clients. 40 bikes
13	1	2
15	4	7
17	7	14
19	5	11
21	2	4
23	1	2

Bike height to frame size table

Bike sizes can vary between different manufacturers and bike types. Always check what size guide specific manufacturers use before purchasing a fleet as some flexibility and adjustments may be necessary. The below table should be used to determine the correct size of bike for clients taking into account their height.

Rider Height		Frame Size		
Feet and inches	Centimetres	Inches (hybrid & mountain bikes)	Centimetres (top end hybrid & road)	Bike size (more approximate)
5 feet or less	152 or less	13, 14	46, 47	XXS
5'1"	155	15, 16, 17	48, 49	XS
5'2"	158	15, 16, 17	48, 49	XS
5'3"	160	15, 16, 17	50, 51	S
5'4"	163	16, 17, 18	50, 51	S
5'5"	165	16, 17, 18	52, 53	S
5'6"	167	16, 17, 18	52, 53	M
5'7"	170	17, 18, 19	54, 55	M
5'8"	173	17, 18, 19	54, 55	M
5'9"	175	17, 18, 19	56, 57	M
5'10"	178	18, 19, 20	56, 57	L
5'11"	180	19, 20, 21	58, 59	L
6'	183	19, 20, 21	58, 59	L
6'1"	185	20, 21, 23	60, 61	L
6'2"	188	20, 21, 23	60, 61	XL
6'3"	190	21, 23	61 – 63	XL
6'4"	193	23	61 – 63	XL
6'5"	196	23	61 – 63	XL
6 feet 6 and over	198 or above	23	61 – 63	XXL

Note: bold figure shows the more commonly available size.

6.1.2 Bike fleet management

- **Maintenance logging.** Exodus **requires** that each individual bike should be given a unique number. All maintenance, repairs and part replacements to that bike should then be logged, so a full history of the work done is available
- **Bike storage.** Bikes should be stored and locked in a safe and secure area. They should be kept clean and protected (from weather) to ensure they remain in good condition

- **Bike replacement.** When used regularly, operators should look to replace bike fleets every 2-5 years. If bikes are not regularly used but are still appropriate and in good condition, fleets may only need replacing up to every 5 years. In more challenging conditions which are harder on the bikes, fleets may need replacing every 2 years

6.2 Pre-trip preparation

Operators have a responsibility to have a standard process of maintenance and servicing of bike fleets ready for clients to use. Even when bikes have come from a bike shop or other third party supplier it is important for operators and leaders to understand that they have a responsibility to check all bikes are safe and ready for clients to use.

Preparing the bikes

- Those responsible for preparing the bikes will be provided with a full list of clients who require bikes, showing each client's height and gender
- One bike must be assigned per client (using the table above), plus at least two spare bikes to be taken on the trip
- Once the bikes have been chosen for the upcoming group, the following should be done for each bike:
 - a. A full visual check of all key parts and 'M check' (see [Cycle Leader Handbook](#))
 - b. Oil and lube
 - c. Details of the service must be logged against each bike in the maintenance history log

Those responsible for preparing the bikes must take a short ride on each bike to ensure they are happy it is in full working order before it is given to clients.

Equipment and kit

See the below table for a list of equipment that should be carried by leaders and in the support vehicle.

6.3 Leaders' responsibilities for bikes during trips

Exodus cycling leaders will primarily be responsible for issuing bikes at the start of the trip and for the use of the bikes as the trip progresses.

At the start of the trip the leader must:

- Issue the correct bikes to clients
- Brief clients about the bikes and set-up (e.g. gears, brakes, saddle height) Including explaining whether front/rear brakes are operated by left or right brake lever
- Assist clients who have brought their own saddles or pedals and cleats
- Assist clients who bring their own bikes if requested
- Teach clients the 'M check'

During the trip

- Complete the daily procedures
- Ensure on trip repairs and maintenance is done
- Replace bikes if needed

At the end of the trip

- Report any maintenance issues to the local manager and/or bike fleet manager

Details of how Exodus expects cycling leaders to carry out those responsibilities are contained in the [Cycle Leader Handbook](#).

6.4 Cycle Trip Equipment Checklist

Where itineraries stay close to towns and are able to pick up additional supplies throughout the trip, less maintenance equipment may be carried. Remote itineraries should carry more supplies in case of mechanical problems.

Carried by the leader (or assistant leader)

Category	Item	Required or recommended	Packed and checked?
Medical Emergency	Small first aid kit	Required	
	Mobile phone and emergency contact list	Required	
Tools	Tyre levers	Required	
	Multi tool (with chain breaker tool)	Required	
	Mini pump	Required	
	Puncture repair kit	Required	
Spares	2 x inner tubes	Required	
	Chain quick links	Required	
	Cable ties and electrical tape	<i>Recommended</i>	
Nutrition	<i>Energy gels or snacks</i>	<i>Recommended</i>	

Carried in the support vehicle

Category	Item	Required or recommended	Packed and checked?
Medical Emergency	Full first aid kit	Required	
	Client insurance details record	Required	
Tools	Pliers	Required	
	Allen key set	Required	
	Pedal wrench	Required	
	Screwdrivers (Philips/cross-head & flat head)	Required	
	Spoke key or spoke wrench	Required	
	Chain breaker tool	Required	
	Track pump	Required	
	WD40 or equivalent	Required	
	Chain lubricant	Required	
	Tyre levers, puncture repair glue & patches	Required	
	Bike cleaning materials	Required	
	Duct tape, electrical tape, cable ties	Required	
	<i>Bike stand</i>	<i>Recommended</i>	
Spares	2 helmets (checked for damage)	Required	
	2 bikes (at least)	Required	
	3 tyres (at least)	Required	
	5 tubes (at least)	Required	
	2 chain quick links and full chain	Required	
	Multiple brake pads or discs pads	Required	
	Multiple brake gear cables	Required	
	Multiple spare spokes	Required	
	2 rear mech and hangers	Required	
Bottom bracket	<i>Recommended</i>		
<i>2 spares wheels (1 front, 1 back)</i>	<i>Recommended</i>		
Nutrition	Water or drinks	Required	
	<i>Snacks and refreshments</i>	<i>Recommended</i>	