

**Fact Sheet: MBX****FLYING WITH A BIKE****Issued: Nov 09**

You have been sent this Fact Sheet as our records show that you have chosen either of the following options with regards to the bike you will be using for your holiday:

- a) Bringing your own bike
- b) Taking a UK hire bike from Exodus

All clients should read section 1, then either section 2 or 3 as applicable.

If you have arranged to hire a bike locally ('in country bike hire'), you can ignore the information contained on this sheet.

## 1. Flying with a bike

Most airlines are quite used to people travelling with bikes, and if a bike is properly boxed and within the luggage allowance, it is a relatively hassle-free experience. On arrival at your destination you will be met by your leader, and you will just need a baggage trolley to take your bike as far as the transfer vehicle.

### Checking in and luggage allowances

Your bike is part of your baggage allowance on the plane, details of which are shown on your flight ticket, and maximum weights are usually between 20 and 25 kgs. A boxed bike weighs around 16 kg, so you need to pack carefully. Put heavy items in your hand baggage, wear your heavy/bulky jacket when you check in.

Exodus cannot be liable for any excess baggage charges brought by the airline as a result of your exceeding the baggage allowance, whether you have a hire bike or take your own bike. In practice excess luggage charges are rare for those who pack sensibly, even if you are a little over the specified limit.

A few airlines impose specific standard bike carriage charges. All such charges are beyond our control, and to be paid by the client. Where we know of a bike carriage charge in advance, this will be added to the relevant trip notes.

### Baggage loss or damage

In the unlikely event of any of your luggage and or bike being misplaced or damaged while in the care of the airline, a Property Irregularity Report (PIR) must be filed with the appropriate airline on arrival. This is essential if you subsequently wish to make a claim against the airline or on your travel insurance. This must be done at the airport where your baggage arrived, or should have arrived.

## 2. Bringing your own bike

### Pre-trip service

We recommend that you have your bike properly serviced before coming on the trip to make sure nothing is worn out, or about to break! Spare parts may be available locally, but often these are restricted.

### Boxing your bike for transportation

We recommend that you pack your bike in a cardboard bike box or a padded bike bag. Unboxed bikes are liable to get damaged and some airlines will not carry them. Your local bike shop will normally pack your bike for you, and will charge around £10 - £20.

If you choose to pack your bike yourself, here is an easy-to-follow guide.

### Equipment Needed: Bike Box (or padded bike bag), Fork Spacer, Allen Keys, Pedal Spanner.

1. Take off pedals (both undo towards the rear of the bike, when it is upright) and remove the seat post / saddle.
2. Undo the front brake and take off front wheel. Remove skewer from wheel and attach to bike so it doesn't get left behind.
3. Put fork spacer between the front fork dropouts.
4. Undo the face-plate of the stem (which holds the handlebars in place), lift away bars, and re-do up the clamp (so that you don't lose the bolts)
5. Turn the forks round 180° and tuck bars alongside protecting with cardboard, bubble wrap etc.
6. Partially deflate the rear tyre and place the bike in the box.
7. Partially deflate the front tyre and, with the left hand crank pointing upwards, slot the wheel down the left hand side of the bike with the crank slotting between a gap in the spokes. Ensure the crank is not pressing on any spokes. Protect the box from being punctured by the wheel axle by re-enforcing with cardboard etc.
8. Put the seat post / saddle and the pedals in the box – not forgetting any other odds and ends you are taking with you, making sure they can't rattle around the box and cause damage or fall out of the carrying holes.
9. Tape up the box paying particular attention to all eight corners of the box.
10. Write your name, address and flight details on an A4 piece of paper, and fix this to the box/bag. **And remember to re-do the label for your return flight.**

### Damage to your bike while on trip

While we take every care to ensure that your bike is well treated, we cannot guarantee that some small damage such as scratching will not occur as a result of the daily loading and unloading of bikes into and out of the support vehicle.

### Bike maintenance and repairs while on the trip

If your own bike has disc brakes, rear suspension or requires a shock pump for adjusting the suspension pressure, please make sure that you bring the necessary spares and parts with you. The support vehicle will carry basic tools and a few spares, but we would ask you to bring your own basic tools and a small spares kit.

For example:

- **Mini-pump**
- **Multi Tool / Allen Keys**
- **Puncture-repair Kit**
- **Spare tubes**
- **Spare brake blocks or disc pads**

### 3. Taking a UK hire bike from Exodus

#### Picking your bike up at Heathrow or Gatwick

We use the same baggage delivery company for Heathrow and Gatwick.

#### **Courier- Lewis Day.**

Office: 0208 814 1414 (24 hrs line)

Please expect a phone call from the courier the day before travelling to establish time and place to meet you at your departure terminal.

Please **add at least 30 minutes to your check in time**

When you return to the UK, please phone the courier from the baggage reclaim area, and they will come and pick the bike up from you in the Arrivals hall.

#### **Outside office hours:**

If you experience any problems on your return journey and you are unable to meet with the courier, please take it to the terminal's left luggage centre ('The Excess Baggage Co.')

 and then inform us by phone 0845 330 6008 (voicemail available outside office hours) and post the receipt to the Exodus office.

It is important that you inform Exodus immediately as there may be costs incurred for bike storage, which could be charged to the clients.

Opening hours for the left luggage offices are: Heathrow: All terminals open until 23:00h. Gatwick: North Terminal: 05:00h – 21:00h. South Terminal: open 24 hours.

#### **Regional flights**

If you are travelling on a regional flight and are picking up a hire bike at a London airport, you cannot check your other baggage through from your departure airport to your final destination. This applies whether or not your regional flight is booked through Exodus. In this case you must retrieve your bags at Heathrow/Gatwick, collect your bike, then re-check all your bags together. To do this safely you need to allow the total of three time factors - your international flight check-in time, the recommended connection time mentioned above, and at least 30 minutes extra to allow for the bike to be delivered to you at the correct terminal. This is likely to total not less than 3 hours for European flights and 4 hours for long haul.

#### **UK hire bike specifications**

Your UK hire bike will be a Trek 4300 or Specialized Rockhopper mountain bike with 27 gears, front suspension and either disc or v-brakes. They will also be fitted with the following:

- **Road or off-road tyres depending as required**
- **A single bottle cage and water bottle**
- **Flat pedals**

Helmets are NOT included in the UK bike hire package. You must bring your own helmet. Please feel free to bring pedals (SPDs etc.), saddle if you prefer to use your own or over saddle gel cover.

© Exodus Travels Ltd. 04/11/09 ODT

Exodus Travels Ltd. ATOL 2582/FTO

---