

#### WHAT IF I CAN'T AFFORD TO CARRY ON WITH THE SCHEME?

The rules set by HMRC are that once you have agreed to a salary sacrifice for the period of the hire of the bicycle, you do not have the option to revert back to the original salary until the hire period is up.

So, if you agreed to the hire for the rental period then you cannot go back to original salary for the rental period.

#### WHAT HAPPENS IF I GO ON UNPAID LEAVE?

If you take any form of unpaid leave such as extended maternity or sickness your employer may agree to extend the hire period by the number of months you were not being paid.

#### WHAT WILL THE DELIVERY ARRANGEMENTS BE?

Once you have placed your order and the Hire Agreements are approved by both you and your employer you will receive a call to arrange a convenient time to take delivery of the equipment. Cycle Solutions will also check with you to ensure that the equipment you receive is the correct size for you, frame style (if a ladies or gents option is available) and in the colour you want.

#### CAN I HAVE THE EQUIPMENT DELIVERED TO MY WORKPLACE?

This is at the discretion of your employer. Please contact Cycle Solutions on 0330 100 2480 to clarify delivery options.

#### WHAT IF I HAVE A PROBLEM WITH USING THE BICYCLE AND SAFETY EQUIPMENT?

Call the Cycle Solutions Helpdesk on the number advised and they will be able to assist. If it is equipment you installed yourself, either the Helpdesk will assist or, if it is not common equipment you may be asked to call the supplier of the equipment.

#### IF I HAVE ANY QUESTIONS ABOUT THE IMPACT OF THE SCHEME WHO SHOULD I CONTACT?

In the first instance contact the Cycle Solutions team on 0330 100 2480 or email [info@cyclesolutions.co.uk](mailto:info@cyclesolutions.co.uk).

#### IS THE SCHEME A ONE-TIME OFFER?

The scheme will be reviewed by your employer and there may be further launches. However at this stage there cannot be a guarantee that the scheme will run again in the future.

#### WHAT IS THE COST BENEFIT TO MY EMPLOYER

Your employer will save secondary class 1 NIC contributions on that part of the employee's gross salary sacrifice.

This saving will be used to offset the costs of implementing and running the scheme.

Deliveries can be made to any UK mainland address on a free next day delivery service. Time-banded deliveries may be available to you at an extra charge.

#### WHAT DO I DO IF THE BICYCLE IS DAMAGED OR PARTS ARE MISSING WHEN I RECEIVE IT?

Contact the Customer Care team who arranged delivery on 0330 100 2480.

#### WHAT IF SOMETHING GOES WRONG WITH THE BICYCLE DURING THE HIRE PERIOD?

All bicycles supplied through our online store come with a full 18-month warranty. In case of problems please call our technical support team on 0330 100 2480. For extra peace of mind, we also offer the chance for you to visit a local bike store within 6-weeks of receiving the bicycle from Cycle Solutions. We will cover the first £15 of a safety check undertaken by your preferred store. All you need to do is return a copy of the receipt for such work to Cycle Solutions.

# QUESTIONS & ANSWERS

BIG SAVINGS



FEEL GOOD

Cycle to Work

DELIVERY & TECHNICAL SUPPORT.

For more information on our Cycle to Work Scheme:

**0330 100 2480**

[info@cyclesolutions.co.uk](mailto:info@cyclesolutions.co.uk)

[www.cyclesolutions.co.uk](http://www.cyclesolutions.co.uk)

Telephone Hotline: 0330 100 2480  
24 Hour Fax Hotline: 01792 583838  
24 Hour Help Line: 07801 882278  
Email: [info@cyclesolutions.co.uk](mailto:info@cyclesolutions.co.uk)

Cycle Solutions (Cycle to Work) Ltd,  
Unit 6, Europa Way  
Felinfach  
Swansea West Industrial Park,  
Swansea, SA5 4AJ.

## HOW DO I ORDER A BICYCLE UNDER THE SCHEME?

First of all ensure that you meet the eligibility criteria for your company, this can be found on the order form or by calling 0330 100 2480. Please note that staff who are employed on a temporary basis or who claim for their hours are not eligible to join the scheme as a regular monthly salary cannot be guaranteed.

Decide which cycle meets your needs from the packages available on our website to view the extensive range of products available to you through the cycle to work scheme. We have set up special web pages which will help you to understand the costs and savings available to you through the cycle to work scheme.

The address of these pages is shown on the promotional materials.

Add any additional safety or equipment packages required. Remember the total value of goods must not exceed the maximum package value set by your employer.

Orders can be placed online or by phone on 0330 100 2480.

We will send you a hire agreement with an explanatory covering letter outlining the next steps.

Once you have signed and returned the hire agreement your order will be confirmed and you will be contacted by Cycle Solutions to arrange delivery of the bicycle and check the size/colour requirements.

## WHERE CAN I VIEW THE EQUIPMENT PRIOR TO MAKING MY CHOICE?

An extensive range of bicycles and equipment can be viewed online at the web address that has been set up for your employers cycle to work scheme. Web address details can be found on promotional posters.

## CAN I CHANGE THE SPECIFICATIONS OF THE PACKAGES ON OFFER?

Yes. Cycle Solutions offers special packages of bicycles and safety equipment. These packages have been carefully selected to ensure that you receive great value for money.

However, Cycle Solutions is able to supply over 140 different cycle brands, from budget models to top of the range mountain bikes, road bikes and commuting cycles.

Through Cycle Solutions you are able to select from the UK's widest choice of bikes and safety equipment. The Cycle Solutions team is able to provide expert advice, which will ensure that the bike is suited to your specific requirements and will provide safe and enjoyable riding.

## CAN I CHANGE MY MIND ONCE I HAVE ORDERED UNDER THE SCHEME?

By completing the Hire Agreement on your employer's premises and sending this in you are committing to a salary sacrifice for the rental period which cannot be cancelled.

## WHEN DO I NEED TO SEND MY ORDER IN BY?

Order forms need to be received by the date shown on the Cycle Solutions Order Form. Details are also included on the web pages we have set up for your scheme and on other promotional literature such as posters.

## CAN I UPGRADE MY BICYCLE PACKAGE AT A LATER DATE?

You can add any new components or accessories subject to warranty agreements, throughout the agreement period.

These items would not be covered under the Cycle Solutions warranty, and must be removed when you return the bicycle at the end of the agreement period.

A range of commonly purchased equipment is available on our website at the following address [www.cyclesolutions.co.uk](http://www.cyclesolutions.co.uk).

## WHAT IS THE SALARY SACRIFICE ELEMENT OF THE CYCLE SOLUTIONS SCHEME?

The salary sacrifice happens when you give up the right to receive part of your salary due. This is neither a deduction from salary nor is it a charge on salary; it is where you agree to accept a lower amount of salary, in return for your employer providing you with the non-cash benefit of the bicycle and safety equipment.

For a benefit such as a hired bicycle, where there is a specific tax exemption, the employee can receive a tax and NIC-free benefit instead of salary on which tax and class 1 NIC's would have been fully payable.

## IF I TAKE UP THE SCHEME WILL I HAVE TO GO THROUGH ANY CREDIT CHECKS?

No. Provided you meet the eligibility criteria set by your employer then there are no other checks required.

## AS IT IS A BENEFIT DO I NEED TO TELL THE TAXMAN?

No. The scheme is set up using tax rules that exempt you having to pay tax on the benefit and therefore you do not have to notify HMRC.

## WHAT IS THE IMPACT ON MY PENSION OR OTHER BENEFITS?

The likelihood is that any effect of a reduction in your cash pay may well have a small effect in the following areas:

- > Any pension scheme being contributed to (in particular this may be important if you are nearing retirement and have a final salary pension scheme);
- > Entitlement to contribution based benefits like a State Pension;

- > Entitlement to earnings related benefits like Maternity Allowance;
- > Entitlement to work related payments like Statutory Sick Pay.

A salary sacrifice will not usually have an impact on entitlement to holiday pay and bonuses, which are usually calculated separately using the previous higher rate of pay.

## DOES IT MATTER WHAT I USE THE BICYCLE FOR?

The scheme has been launched by the Government to encourage people to use bicycles, especially to and from work.

You can use it for anything you like but at least 50% of the bicycle's use must be for work purposes. This will include commuting (i.e. all or part of the journey, for example to the station) from your home to your workplace, or from one workplace to another.

You are not required to keep any record of use but the organisation is required by Her Majesty's Revenue & Customs to make it clear that if you do not use the cycle in this way you may lose the benefit of the tax relief.

## CAN ANY MEMBER OF MY FAMILY USE THE BICYCLE AWAY FROM HOME?

Yes. However, by signing the hire agreement, you will be solely responsible for the equipment supplied and are responsible for insuring the equipment appropriately for its use.

## DO I HAVE TO BE A FIRST TIME CYCLE OWNER TO TAKE ADVANTAGE OF THE SCHEME?

No. Although the scheme has been introduced to encourage cycling among those who do not have their own bicycle, any eligible employee can use the scheme.

## WHAT IF I LOSE OR DAMAGE THE EQUIPMENT?

You must insure the equipment against theft, fire or accidental damage so that it can be replaced if it no longer works. If it goes missing or is damaged your salary sacrifice will continue for the whole period.

Please get in contact with the company that provides your home contents insurance policy and they will be able to advise you on how to cover your new equipment.

The Cycle Solutions team will be pleased to provide you with details of other insurance companies who are able to provide cycle specific insurance policies.

Cycle Solutions have negotiated a special discount with the insurance company, Cycleplan. Anyone who obtains a bicycle through the Cycle Solutions cycle to work scheme will be offered the opportunity to register for a free 8-week bicycle insurance policy. Details are available at [cyclesolutions.info/insurance](http://cyclesolutions.info/insurance)

## HOW LONG IS THE AGREEMENT FOR?

Typically 12 or 18 months set by the employer. Call 0330 100 2480 for details on your specific scheme.

## IS THERE A LIMIT TO THE VALUE OF THE BICYCLE I CAN ACQUIRE THROUGH CYCLE SOLUTIONS?

Yes. Your total package value must be within the limit set by your employer - to find out what your scheme limit is please speak to your HR department or contact us on 0330 100 2480.

## WHAT HAPPENS WHEN I HAVE FINISHED THE PAYMENTS?

You will have an opportunity when you complete your online Hire Agreement to agree to continue to use the equipment for a further 5-years beyond the completion of your salary sacrifice hire period. This extended usage agreement (which will be directly between you and Cycle Solutions) costs absolutely nothing. So you will benefit in full from the savings you make during the salary sacrifice period. If you take ownership of your bicycle and/or equipment at the end of the extended rental period, the fair market value of the bicycle will be negligible so there will be nothing extra to pay.

Alternatively, if you prefer you may also have the opportunity at the end of your salary sacrifice period to choose one of the following options:

- > The bicycle and equipment can be returned to Cycle Solutions.
- > You may be able to purchase the bicycle and equipment for a one-off fair market value payment.

If you would like to discuss these options, and any others that may be available to you, please call Cycle Solutions on 0330 100 2480.

## WHAT IF I LEAVE THE COMPANY DURING THE CYCLE SOLUTIONS SCHEME?

> You will be required to pay any future outstanding gross salary sacrifice amounts as a lump sum from your final net salary payment; such a payment cannot be taken from gross pay.

> If you are made redundant, the rules of the scheme mean that you will be treated as a leaver and therefore the above will also apply.

> If your final salary will not cover the entire final balance payment due, then you will need to pay your employer the balance owed over and above your final salary payment within 14 days of you leaving.

## I WILL BE RETIRING BEFORE THE END OF THE RENTAL PERIOD CAN I STILL PARTICIPATE?

Yes, however, when you leave you will have to settle the outstanding balance from your final net salary payment, in the same way as a leaver described above.

Before joining the scheme you should also consider the impact that a reduction in salary will have on the value of your pension.