

University of Bristol Cycle to Work Scheme

Frequently Asked Questions

1. Am I eligible to take part in the University of Bristol Cycle to Work Scheme (the “Scheme”)?

1. Eligible employees must be either permanent employees or fixed term employees of the University of Bristol. You are not eligible if you are paid through an agency or external funding body.
2. If your contract of employment finishes earlier than 13 months after you sign up then you may take part in the Scheme but you will be treated as a ‘leaver’ when you finish your employment at the University and will have to pay the University the remaining value of the Cycling Equipment. Please see further information further down this document under ‘*What if I leave the University during the term of the hire agreement?*’
3. If you are paid above the National Minimum “Wage (“NMW”) but have chosen Cycling Equipment of a value which would reduce your salary below the NMW as a result of the salary sacrifice, please speak to Cycle Solutions (0330 100 2480). Cycle Solutions will then discuss the choice of Cycling Equipment which is of a lower cost and/or over an extended hire period (18 months) which would not reduce your salary below the NMW. Alternatively, you can email transport-plan@bristol.ac.uk for further advice on low cost options for purchasing Cycling Equipment (including second hand).
4. You are not eligible for the Scheme if you do not receive a salary directly from the University.

2. What can I get under the Scheme? What are the criteria for what I can order under the Scheme? Do I have to use it only for commuting to work? Do I have to be a first-time cycle owner to take advantage of the scheme?

1. You cannot order Cycling Equipment on behalf of another person (for example your child). You can lend your Cycling Equipment on occasions to another person, with no restriction on their use. However, by signing the hire agreement, you will be solely responsible for the Cycling Equipment supplied and are responsible for insuring it.
2. You may take out a total of two sets of Cycling Equipment through salary sacrifice at the same time. You may also take out a second set of Cycling Equipment through salary sacrifice while participating in the extended hire agreement, providing at no point your salary is taken below the NMW or you exceed the HMRC limit of £1,000 (inclusive of VAT).
3. More than 50% of your use of the Cycling Equipment 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.
4. You do not have to be a first-time cycle owner to take advantage of the scheme. 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.
5. You can order cycle parts under the scheme, for example you must hire a whole bicycle not just a set of wheels. However, you can order cycle accessories that can be considered safety equipment such as helmets, lights, locks, hi-visibility cycle garments etc.

3. How do I order Cycling Equipment under the Scheme?

1. Ensure that you meet the eligibility criteria (see above).
2. Decide which Cycling Equipment meets your needs. Cycle Solutions are the company that run the Scheme for the University of Bristol, and you have the option of ordering Cycling Equipment from Cycle

Solutions themselves, or from one of the local bike shops signed up to the scheme. The local participating bike shops can be found on the interactive map on the Cycle Solutions webpage - <https://www.cyclesolutions.info/bristoluni> - by clicking on the Local Bike Shop Order option in the grey box that is located towards the bottom right of the landing page. Any bike shop on the interactive map is a participant in the scheme.

3. You can add any additional safety or equipment packages required. Remember the total value of goods must not exceed £1,000 inclusive of vat.
4. If you choose to order your Cycling Equipment from Cycle Solutions you can order in the following ways:
 - a. [online](http://www.cyclesolutions.co.uk/bristoluni) – <http://www.cyclesolutions.co.uk/bristoluni>
 - b. By telephone on 0330 100 2480.
 - c. By post: complete the order form in the Options Leaflet and return it to Cycle Solutions, 6 Europa Way, Fforestfach, Swansea, SA5 4AJ.

If you choose to order from a local bike shop then the shop will complete an order form with you and will then email it to Cycle Solutions, or you can place the order yourself by getting a quote from the bike shop, going to the University of Bristol Cycle Solutions webpage and selecting the Local Bike Shop Order option in the grey box located towards the bottom right of the landing page, selecting the relevant bike shop on the interactive map, and then clicking on the Submit Quote tab.

Please note that an order will not be formally placed with Cycle Solutions until Payroll have authorised it, which takes place after the hire agreement and salary sacrifice agreements have been signed and the eligibility checks completed (see below).

5. Cycle Solutions may contact you by phone to ensure suitability of your order. If you ordered your Cycle Equipment directly from Cycle Solutions this will include if you would like your bicycle assembled. Please note that with some (not all) models it will not be possible to attach the pedals before delivering the bicycle. If this is the case then Cycle Solutions should inform you at this stage (for further information please see the section below – ‘If I order my bicycle online from Cycle Solutions will it be assembled?’).
6. If you have placed an order direct with Cycle Solutions, or a local bike shop has placed an order on your behalf, you will be sent an email or letter confirming your order with a request to provide more information if any is missing such as Payroll number. You will then receive an email with the subject heading ‘**Sign Your Hire Agreement online**’ that includes a link entitled ‘*Sign Your Hire Agreement*’ taking you to the online E-Sign portal. If you have placed a local bike shop order yourself via the on-line order form on the Cycle Solutions webpage you will receive two auto-generated emails: Firstly, an email with the subject heading ‘**Cycle to Work Order**’ confirming your bike order and including a link for you to click on to enable you to ‘**complete your checkout journey**’ by adding any missing information such as Payroll number. And secondly, an email with the subject heading ‘**Sign Your Hire Agreement Online**’ with a link entitled ‘*Sign Your Hire Agreement*’ taking you to the online E-Sign portal. A physical visit to the UoB Payroll office to sign the agreement in person is no longer required whichever method you have chosen to order your equipment. **NB:** whichever method you choose please note that it is important that you **read all the documentation** you receive in the letter/emails and on the E-sign portal. The University purchases the Cycling Equipment from Cycle Solutions which allows it to hire it to you, but requires you to repay the University under the terms of the hire agreement by way of salary sacrifice.
7. Payroll will confirm your eligibility and process your forms.

8. Once Payroll has processed the forms Cycle Solutions will contact you to organise free delivery to your preferred address if you placed an order with Cycle Solutions. For local bike shop orders, you need to contact the shop to establish when they have had confirmation that the Payroll process has been completed, and then they can release the bike to you.
9. **Please note** that it typically takes between 3 to 4 weeks for your order to be processed. This is subject to the availability of the Cycle Equipment you have chosen. For example, if the Cycle Equipment you wish to order will not be delivered from the manufacturers to Cycle Solutions for one month from the date you order, then you may wait longer than the standard 3-4 weeks.

4. 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 if you return the bicycle at the end of the agreement period. A range of commonly purchased equipment is available on Cycle Solutions website at the following address www.cyclesolutions.co.uk

5. What is the length of the hire agreement? What are my options at the end of the hire agreement?

1. The hire agreement typically lasts for 12 months.
2. Shortly before the end of the hire agreement, Cycle Solutions will contact you to discuss your end of scheme options (you can choose from options 3- 5 below).
3. If you wish to purchase the Cycling Equipment at the end of the initial hire period (usually 12 months), and if Cycle Solutions are prepared to sell it, Cycle Solutions will charge the fair market value payment as specified by HMRC - 18% or 25% of the original value. The following is the HMRC table setting out acceptable values.

Age of cycle	Acceptable disposal value percentage	
	Original price less than £500	Original Price £500+
12 months	18%	25%
18 months	16%	21%
2 years	13%	17%
3 years	8%	12%
4 years	3%	7%
5 years	Negligible	2%
6 years	Negligible	Negligible

4. OR, you can return the Cycling Equipment to Cycle Solutions.
5. OR, you can enter an extended hire agreement with Cycle Solutions 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 5 year extended rental period, the fair market value of the bicycle will be negligible so there will be nothing extra to pay. This is the end of scheme option that is chosen by the vast majority of staff.

6. **How do I pay for the Cycling Equipment?**

1. You pay the amount due under the hire agreement by way of a salary sacrifice which you agree to by signing the hire agreement. You will pay for the lease of your Cycle Equipment in equal instalments, rounded up where necessary to the nearest penny. A salary sacrifice happens when you give up the right to receive part of your salary due.
2. 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 the University providing you with the non-cash benefit of the loan (under the terms of the hire agreement) of the Cycling Equipment.
3. You will not pay tax and National Insurance contributions on the amount due under the hire agreement. For a benefit such as a hired bicycle, where there is a specific tax exemption, you can receive a tax and National Insurance Contribution (NIC) free benefit instead of salary on which tax and class 1 National Insurance Contributions (NICs) would have otherwise been fully payable.

7. **If I take up the scheme will I have to go through any credit checks?**

No. Provided you meet the eligibility criteria referenced above (see Q1) then there are no other checks required.

8. **As it is a benefit do I need to tell the tax authorities?**

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.

9. **What is the impact on my pension or other benefits?**

1. The likelihood is that any effect of a reduction in your cash pay may well have a small effect in the following areas:
 - a. Any pension scheme being contributed to (in particular this may be important if you are nearing retirement and have a final salary pension scheme)
 - b. Entitlement to contribution based benefits like a State Pension
 - c. Entitlement to earnings related benefits like Maternity Allowance
 - d. Entitlement to work related payments like Statutory Sick Pay
2. 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.

10. **What if I leave the University during the term of the hire agreement?**

1. If your employment with the University ceases for any reason 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. I.e. This sum will be deducted from your net pay and no taxable or NI benefit will be allowable on this payment.

2. If your final salary will not cover the entire final balance payment due, then you will need to pay the University the balance owed over and above your final salary payment within 14 days of you leaving.
3. 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.
4. Once you paid the outstanding balance you can then take advantage of all of the end of scheme options (see section above- 'What is the length of the hire agreement? What are my options at the end of the hire agreement?').

11. What if I can't afford to carry on with the hire agreement?

The Hire Agreement is a legal contract which commences on the date it is signed by the University of Bristol and you cannot cancel it or withdraw from it. The rules set by HMRC are that once you have agreed to the hire and the salary sacrifice for the period of the hire of the Cycling Equipment, you do not have the option to revert back to the original salary until the hire period has ended. However, if there has been a major event that has significantly altered your lifestyle then please contact the Sustainability Transport team at transport-plan@bristol.ac.uk / 0117 331 7259.

12. What happens if I go on an authorised absence from work (such as maternity leave)?

If you are subject to an authorised absence from work the salary sacrifice will continue unless your monthly hire payments cause your salary to reduce below National Minimum Wage. If this is the case then the payments would be suspended and your hire agreement would be extended upon your return by the number of months equal to the period that the payments were suspended. If you do not return, you will be treated as a leaver as set out above. You should contact Payroll to discuss any authorised absence and its impact on any salary sacrifice you have or may enter into.

13. What happens if I go on unpaid leave?

If you take any form of unpaid leave the University will extend the hire period by the number of months for which you were not paid.

Delivery and Technical Support

14. What will the delivery arrangements be?

It should take between 3 to 4 weeks for your order to be processed but this is subject to the availability of your chosen cycle equipment. For example, if you have ordered from Cycle Solutions and the Cycle Equipment you have chosen will not be delivered by the manufacturer for a month from the date of your order, then you may wait longer than the standard 3 to 4 weeks. Once your Cycle Solutions order has been processed and your Cycling Equipment is ready you will receive a call to arrange a convenient time to take delivery of it. Following this call, delivery can be made to any UK mainland address for free on the next working day delivery service. Time-banded deliveries may be available to you at an extra charge. Cycle Solutions will also check with you to ensure that the Cycling Equipment you have chosen is the correct size, frame style, and in the colour you want.

15. If I order my bicycle online from Cycle Solutions will it be assembled?

Once you have placed your order for your Cycle Equipment, Cycle Solutions will contact you to ensure the suitability of your order. If you ordered your Cycle Equipment from Cycle Solutions this will include if you

would like your bicycle assembled. **Please note** that with some (not all) models it will not be possible to attach the pedals before delivering the bicycle, and if this is the case then Cycle Solutions should inform you at this stage. If the bicycle does get delivered without pedals fitted then you will receive instructions and tools to fit the pedals. Please ensure you follow the instructions exactly as it may be unsafe if you do not - if you are at all unsure how to attach the pedals please contact the Cycle Solutions Helpdesk (0330 100 2480) and they will be able to assist.

16. Can I have the equipment delivered to my workplace?

This is at the discretion of your line manager. Please contact Cycle Solutions to clarify delivery options.

17. Can I change my mind once I have ordered under the Scheme?

You are able to do so prior to the University Payroll team signing the hire agreement. After which you cannot cancel or withdraw from it. If you would like further clarification please contact the Sustainability Transport team at transport-plan@bristol.ac.uk

18. What if I have a problem with using the Cycling Equipment?

For Cycle Solutions orders call the Cycle Solutions Helpdesk (0330 100 2480) and they will be able to assist. If it is Cycling Equipment you assembled yourself, either the Helpdesk will assist or, if it is not common equipment you may be asked to call the supplier of the equipment.

19. What do I do if the Cycling Equipment is damaged or parts are missing when I receive it?

For Cycle Solutions orders contact the Cycle Solutions Helpdesk on 0330 100 2480.

20. What if I lose or damage the Cycling Equipment?

1. **You must insure** the Cycling Equipment against **theft, fire or accidental damage**. Even if the Cycling Equipment is lost/stolen or damaged, your salary sacrifice will continue for the whole period of the hire agreement.
2. 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.
3. The Cycle Solutions team (0330 100 2480) will be pleased to provide you details of other insurance companies who are able to provide cycle specific insurance policies.

21. It sounds too good to be true! What's the catch?

As long as you understand how the Scheme works, there isn't one. The Government is concerned with the health of the workforce in the UK and environmental factors linked with traffic pollution. With only one in three adults in the UK owning a bicycle they are using the scheme to promote and encourage cycling amongst the UK's workforce.

22. What if something goes wrong with the Cycling Equipment during the hire period?

All Cycling Equipment ordered directly from Cycle Solutions comes with a full warranty depending on the length of the rental period. In case of problems please call Cycle Solutions' technical support team on 0330 100 2480.

23. Why are we using Cycle Solutions?

The University of Bristol invited staff to participate in a consultation exercise where they were invited to vote for the cycle to work supplier they would like to use. The highest numbers of votes were for Cycle Solutions who were then appointed to run the University of Bristol Scheme.

24. Is this a one-time offer?

This is an ongoing Scheme which is subject to review. In the event that the Scheme is withdrawn it would not affect anyone already participating in the Scheme. If the Scheme were to be withdrawn this would be communicated in advance of the withdrawal to all staff.

Useful Contacts

<p><u>General Queries</u> Travel Plan Coordinator University of Bristol Sustainability 1-9 Old Park Hill Email: transportplan@bristol.ac.uk Tel: 0117 3317259 / 07875274371 www.bristol.ac.uk/cycling</p>	<p><u>Salary Sacrifice Queries</u> Payroll team University of Bristol Augustines Courtyard Orchard Lane Bristol BS1 5DS (0117) 428 2165 payroll-uob@bristol.ac.uk</p>	<p><u>Bicycle Orders Queries</u> Cycle Solutions, Unit 6 Europa Way, Fforestfach, Swansea, SA5 4AJ 0330 100 2480 info@cyclesolutions.co.uk www.cyclesolutions.co.uk/bristoluni</p>
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