



**“Cycle For Joy In Nicosia”**



[www.velespeed.net](http://www.velespeed.net)



LEFKOŞA  
TÜRK  
BELEDİYESİ

# ABOUT VELESPEED

## WHAT IS VELESPEED?

Velespeed is Nicosia's bike share program; a form of public transportation which uses a network of bikes that are available to the public for short trips around the city.

## WHY BIKESHARE IN NICOSIA?

Getting around in Nicosia in a car can be stressful, with traffic, and parking hard to find or expensive. An option for short trips is to use a bike. When it's too far to walk, but too close to drive, you can now use Velespeed to get around.

## WHO CAN USE VELESPEED?

Velespeed is for everyone who is age 16 and over and is capable of riding a bicycle. Do not worry if you don't know how to ride a bike NOW. You can learn! You can register for refresher courses offered by our partners at the TRNC Bicycle Federation on their [www.kibrisbisikletfed.com](http://www.kibrisbisikletfed.com) website.

## DO I NEED BIKESHARE IF I HAVE MY OWN BIKE?

Bike share can still be a convenient transportation option even if you own your own bike. When you want to leave your own bike at home for security or storage reasons, just pick up a Velespeed from a station near you and dock your bike securely at the nearest station to your destination. Velespeed is great because you can ride the bike to where you're going but you don't have to bring it back. It makes your travel more flexible.

## HOW MANY BIKES AND VELESPEED STATIONS ARE THERE?

There are 410 bikes and 43 Velespeed Stations around Nicosia. Please download the **CycleFinder app** or check out our website **[www.velespeed.net](http://www.velespeed.net)** to see locations and the bikes availability at each Velespeed Station in real time.

## HOW CAN I GET INVOLVED?

Follow us on **social media** and sign up for our **e-newsletter** to hear about volunteer opportunities and how you can get involved with the Velespeed team! Or email **[info@velespeed.net](mailto:info@velespeed.net)** to learn more about opportunities available.



# HOW IT WORKS

## WHEN WILL VELESPEED OPERATE DURING THE YEAR?

Velespeed will operate all year around; 365 days, 24/7 (with exceptions for extreme weather or other emergencies).

## HOW DO I BUY A PASS?

### Purchase at a Kiosk

Purchasing a Pass at a Kiosk: Four **(4)** options are available at the kiosk by using a credit card.

- One way Pass
- Daily Pass
- Flexi Pass
- Vodafone Freedom Pass

For each pass purchased by inserting a credit card at a kiosk, a 5-digit ride code will be printed. Take the code to any dock with an available bike and enter the code to unlock and ride. The ride code must be entered within 5 minutes of issuance.

**NOTE:** Purchases made through the kiosks can only use the kiosks to obtain a 5-digit ride code. Passes purchased through the kiosks cannot use the web or CycleFinder to access their account or benefits from its features.

### Mobile Purchase / CycleFinder App

Purchasing a Pass through mobile application: Six **(6)** options are available by using a credit card and scratch cards.

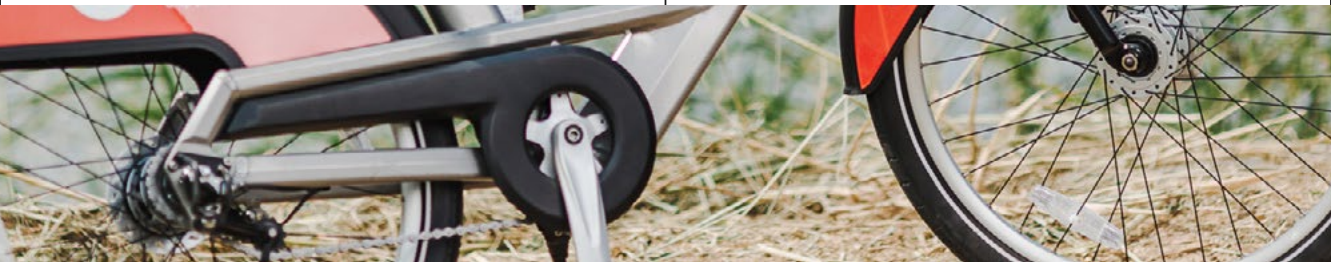
- One way Pass
- Daily Pass
- Flexi Pass
- Yearly Membership
- Yearly Membership with Insurance
- Vodafone Freedom Pass



Passes purchased through the CycleFinder app will generate an automatic Velespeed membership which will also be e-mailed to you. When logged into the CycleFinder app it will also provide the option to generate a 5-digit ride code that will allow you to unlock the bike.

### Unlock Bike:

Tap **'Unlock Bike'** in the CycleFinder app to generate a 5-digit ride code on your phone, free of charge. Walk to any bike at your chosen station, enter the code on the left-hand side of the bike's dock to unlock and ride. The code must be entered within 5 minutes of issuance.



### Online / Web Membership

Purchasing a Pass through the web page: Two **(2)** option is available by using a credit card or a debit card.

- Yearly Membership
- Yearly Membership with Insurance

Memberships purchased through the [www.velespeed.net](http://www.velespeed.net) website will generate a Velespeed membership which will be emailed to you. You will also receive your membership card or key within (seven) 7 working days.

**If you want to ride straight away;** when purchased a membership through our website your membership will automatically be activated. In order to ride straight away you must download **CycleFinder** app and enter your user name and password created upon registration. Once entry in to the app is successfully made, the app will give you an option to generate a 5-digit ride code that will successfully unlock your bike.

Membership purchases made through the website can only be used through **CycleFinder** app **NOT** through the kiosks to generate a 5-digit ride code. You must download CycleFinder app or wait for your membership key or card otherwise.

Yearly members will receive a welcome pack including a membership card or a key within (seven) **7 working days** via a special courier delivery to the shipping address provided during the sign up.

### Payments

Yearly memberships can be purchased using a Debit bank card, VISA or MasterCard. No prepaid cards will be accepted.

Purchases made through the kiosks can only be made using VISA or MasterCard. No Debit bank cards and prepaid cards will be accepted.



# CHARGES

## One Way Pass

7.90 TL

A one-way pass is perfect for a short trip in Nicosia and it's an ideal solution for tourists, visitors and occasional riders. It costs 7.90 TL and includes a one time 30-minute ride.

### Usage Fees

The 30-minute ride is included in the one way pass price. If you have a bike out for longer than 30 minutes, you will be charged an extra 2.50 TL for every half hour.

\* Can be purchased at kiosks and the CycleFinder app

## Daily Pass

19.90 TL

A 24-hour pass is a perfect option for short-term visitors and tourists. It costs 19.90 TL and includes an unlimited number of 30-minute rides within 24 hours.

### Usage Fees

The first 30 minute of each ride is included in the pass price. If you have a bike out for longer than 30 minutes, you will be charged an extra 2.50 TL for every half hour.

\* Can be purchased at kiosks and the CycleFinder app

## Flexi Pass

49.90 TL

Enjoy 300 minutes of unlimited rides across Nicosia for two months. It costs 49.90 TL and you can use the bike without bringing it back for 300 minutes.

### Usage Fees

300 minutes of unlimited rides is included in the pass price. If you have a bike out for longer than 300 minutes, you will be charged an extra 2.50 TL for every half hour.

\* Can be purchased at kiosks and the CycleFinder app

## Yearly Pass

339.90 TL

The yearly pass is the best deal for frequent users who want to enjoy using Vele speed bikes for an entire year. It costs just 339.90 TL and work out to as low as 0.93 TL per day. This pass includes year round an unlimited number of 30-minute rides within 24 hours.

### Usage Fees

This pass is valid for 365 days and includes an unlimited number of 30-minute rides. This is the best deal for frequent users who enjoy using Vele speed bikes for an entire year. If you have a bike out for longer than 30 minutes, you will be charged an extra 2.50 TL for every half hour.

\* Can be purchased with the CycleFinder app and from our website ([www.velespeed.net](http://www.velespeed.net))

## Vodafone Freedom Pass

24.90 TL

This pass is for 100 minutes of usage across Nicosia for two months. It costs 24.90 TL and you can use the bike without bringing it back for 100 minutes.

### Usage Fees

100 minutes of unlimited rides is included in the pass price. If you have a bike out for longer than 100 minutes, you will be charged an extra 2.50 TL for every half hour.

\* Can be purchased at kiosks, the CycleFinder app and at any official Vodafone store

### Vodafone Users

Vodafone user will be able to download CycleFinder app and use its features for free without any mobile data usage.

Vodafone Freedom pass users will be able to win back mobile credit and generate internet usage as they cycle using this pass.



## HOW WILL I BE BILLED FOR MY MEMBERSHIP, PASS, AND USAGE FEES?

**One Way Pass** 7.90 TL+5% VAT. The initial payment for the pass will be charged upon purchase. Members who exceed the 30 minutes per ride limit will be charged with overage fees.

**NOTE:** When this option is purchased via Kiosk or CycleFinder, it is necessary to enter the 5-digit driving code to the bicycle stations within 5 minutes.

**Daily Pass** 19.90 TL+5% VAT. The initial payment for pass will be charged upon purchase. Members who exceed the 30 minutes per ride usage during the 24-hour period will be charged with overage fees. **This option is available to use up to a period of 24 hours.**

**Flexi Pass Members** 49.90 TL+5% VAT. The initial payment for the pass will be charged upon purchase. Once the balance reaches 0 minutes, and 300 minutes has ended members will be automatically charged with overage fees if they exceed 300 minutes, and they will no longer be able to check out bikes until their pass is reloaded. **This option is available to use up to a period of 2 months.**

**Yearly Membership** 339.90 TL+5% VAT. The initial monthly payment will be charged upon purchase. If a payment plan is selected a regular division of the total fee, your account will be charged evenly across selected number of month on the same calendar day of each month. Members will be charged for overages at the end of the month. If the auto-renew is selected the membership will continue until the subscription is cancelled. **This option is available up to a period of 12 months.**

**Freedom Vodafone Pass** 24.90 TL+5% VAT. The initial payment for the pass will be charged upon purchase. Once the balance reaches 0 minutes, and 100 minutes has ended members will be automatically charged with overage fees if they exceed 100 minutes, and they will no longer be able to check out bikes until their pass is reloaded. **This option is available to use up to a period of 2 months.**

### Scratch Cards:

**Vodafone Freedom Pass** can also be purchased through all Vodafone shops and various supermarkets in the form of scratch cards. These scratch cards will be used upon registration to create an account through the kiosk, CycleFinder app or velespeed.net to get 5-digit ride code and use Velespeed.

### Yearly Membership with Insurance:

**Yearly Membership with Insurance** 379.90 TL+5% VAT. You can purchase a riders insurance plan, where you will be insured while riding, against minor injuries and major accidents. This option is only available for riders wanting to purchase the yearly membership through CycleFinder and our website.

As part of the insurance package you will receive a safety welcome package that will include a visibility cloth and bicycle safety helmet and a safety instructions booklet giving you tips on how to ride safely.



# HOW DO I?

## I JOINED ONLINE. CAN I USE THE SERVICE RIGHT AWAY?

Yes. The easiest way is to download the Cycle Finder app. It's available for free for both Android and iOS devices. Simply login to your account, click on a station and press the unlock image to generate a temporary ride code. Enter this 5-digit code into any dock that has a bike, wait for the green light and remove your bike.

Yearly memberships purchased through the [www.velespeed.net](http://www.velespeed.net) website will receive a Velespeed membership in their e-mail provided during the sign up. Until you receive your membership card or key, you will need to use CycleFinder app to get a 5-digit ride code to unlock a bike. Tap **'Unlock Bike'** in the CycleFinder app to generate this code.

## HOW DO I CHECK OUT A BIKE?

Purchase a pass at the Velespeed Kiosk or through our CycleFinder app and enter the 5-digit ride code issued at any dock with available bikes. The light will turn from yellow to green, indicating it is time to remove the bike from the dock.

**Tip:** Gently lift the bike by the seat to undock the bike

If you purchased a membership online, you can insert your membership card directly into a dock with an available bike to undock.

**Tip:** Insert your card until the light turns yellow, retract the card and undock the bike when the light turns green.

## WHAT DO I DO IF THERE ARE NO BIKES AVAILABLE AT MY VELESPEED STATION?

Check out the map available on Velespeed stations on the mapframe or use the CycleFinder app or our website to find out the real-time availability of bikes and docks at nearby Velespeed Stations. You can also use the kiosk touch screen to access this information.

## HOW MANY BIKES CAN I TAKE OUT WITH MY VELESPEED PASS OR MY CREDIT CARD?

You may take out a maximum of four **(4)** bikes at a time with the same credit card for One way pass and Daily pass. For Flexi pass and Vodafone Freedom Pass you can take out one **(1)** bike. Yearly Memberships can take out a maximum of one **(1)** bike per Debit or Credit card.

## CAN I TAKE THE VELESPEED BIKE OUTSIDE OF THE NICOSIA SERVICE AREA?

You can take the Velespeed bike outside of the Nicosia area. However, you are required to return the bike to any Velespeed Station once your usage is finished. If the bike is not returned within 24 hours, additional usage fees will apply as a penalty.

## HOW DO I RETURN A BIKE?

Return the bike to any open dock at a Velespeed Station. Push the front wheel of the bike firmly into the bike dock until the green light on the dock comes on. The green light indicates that the bike is docked and properly secured. Gently pull the bike to ensure it is securely locked in the dock. If the red light on the bike dock stays on, remove the bike and try another empty bike dock. The bike remains your responsibility until it is properly locked.

## WHAT IF NO DOCKS ARE AVAILABLE AT THE VEESPEED STATION I WANT TO RETURN MY BIKE TO?

If no dock is available, visit the kiosk and select "I have a pass." If you purchased your ride from the kiosk, insert the same credit card and choose "Time Credit." If all docks are full, you will be given an additional 15 minutes of time credit to get to another Veelspeed Station and return your bike. You can look up the status and location of nearby Veelspeed Station on the kiosk or on the CycleFinder App.

**Tip:** Insert your Veelspeed key or card in the kiosk card slot to request an additional 15 minutes of time credit.

## HOW CAN I MAKE SURE MY BIKE WAS DOCKED CORRECTLY?

After you return your bike to the dock, a green light will signal that it is successfully locked in place and your ride time has ended. Always make sure that the green light signal has appeared on the dock before you leave the station.

## OVERTIME CHARGES

If you exceed time limits on any of the fare options, you'll be charged 2.50 TL for each 30 minutes of overtime use.

## WHAT IS THE 300 TL HOLD ON MY ACCOUNT AFTER I CHECK OUT A BIKE?

Except yearly memberships, there will be a 300 TL security hold placed on your credit card account when you check out a Veelspeed Bike. The hold is 300 TL per bike and it will be removed after 3-5 business days.

## VODAFONE

Vodafone user will be able to download CycleFinder app and use its features for free without any mobile data usage.

Vodafone Freedom pass users will be able to win back mobile credit and generate internet usage as they cycle using this pass.





### ADJUSTABLE SEAT

The wide, padded saddle seat is comfortable and rain-resistant. The black lever at the bottom of the seat post allows you to adjust the seat to your height, and the numbers help you remember your setting for next time.

### CHAIN GUARD & FENDERS

Front and rear fenders help protect you from rain or dirt, and the metal chain guard prevents grease from getting on your legs.

### DURABLE TIRES

The puncture-resistant tires are designed to stay inflated ride after ride.

### STURDY FRAME

The aluminum frame is easy to straddle and has a low center of gravity for a more stable ride.

### RESPONSIVE BRAKES

To brake, squeeze the levers on both handlebars. The braking mechanism is hidden in the frame of the bike, so it's not affected by rain.

### HANDLEBARS & SHIFTERS

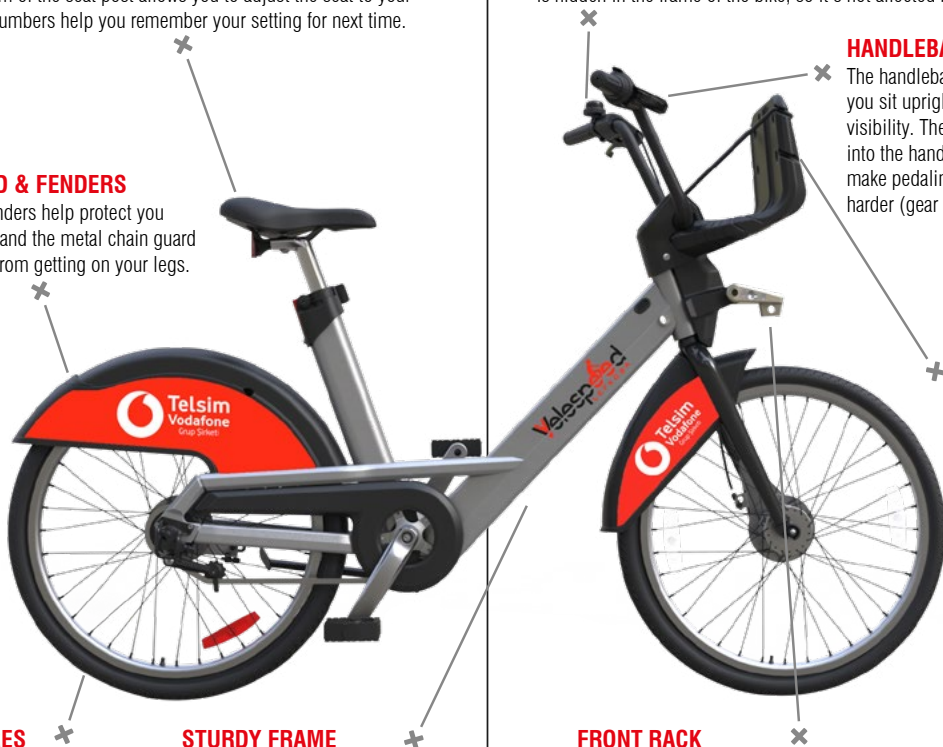
The handlebars are designed to let you sit upright and enjoy greater visibility. The shifter is built right into the handlebar - just twist it to make pedaling easier (gear 1) or harder (gear 3).

### LIGHTS & REFLECTORS

Multiple reflectors and self-powered LED lights at the front and rear make sure you stay visible when riding. They turn on automatically when you start riding.

### FRONT RACK

The metal rack at the front of the bike fits a wide range of bags. Secure your belongings in place with the elastic cord attached to the rack.



# SMART STATION

## SOLAR POWERED

This modular system fits seamlessly into the city space and has a friendly interface that makes it easy for any type of rider.



## STATIONS WITHOUT KIOSK SMART STATION

Smart because it doesn't need a kiosk-its brains are hidden in the solar-powered map frame. Riders simply use an app to unlock their bikes. No need for screen printer or credit card reader.



# KIOSK STATION

## SMART DOCK

Unlock bikes straight from the dock with membership card or key fob



## MODULAR SOLUTIONS

Plug & play installations is flexible like adding or removing building blocks



## NUMERIC PAD

Made up of 3 digit touch pad  
1-2-3 used to enter 5 digit ride code

## SOLAR PANELS

Making the stations energy self-sufficient



## KIOSK

Solar or grid-powered easy-to-use payment interface



## KIOSK PRINTER

Paper print of receipt  
and 5 digit ride code



## MAP FRAME

To display urban information  
and advertisement



# TROUBLESHOOTING

## WHAT IF I NEED HELP?

Call +90 548 835 3773 for assistance.

Hours: 8am-10pm 7 days a week.

## BROKEN BIKE?

Dock the bike at any Velespeed Station and press the red wrench button on the dock within **15 seconds** to report a problem. The bike will be locked in place and our operations team will be alerted. You are obligated to follow these instructions or additional charges may apply.

## WHAT SHOULD I DO IF THERE'S A PROBLEM WITH MY BIKE?

Re-dock the bike at any Velespeed Station and press the red wrench button on the dock. It will be locked in place and our operations team will be alerted. Then, check out another bike.

## WHAT DO I DO IF THERE ARE NO BIKES AVAILABLE AT MY VELESPEED STATION?

Check out the mapframes available in Velespeed Stations or use the CycleFinder app or our website to find out the real-time availability of bikes and docks at nearby Velespeed Stations. You can also use the kiosk touch screen to access this information.

## WHAT IF NO DOCKS ARE AVAILABLE AT THE VELESPEED STATION I RETURN MY BIKE TO?

If no dock is available, visit the kiosk and select "I have a pass". If you purchased your ride from the kiosk, insert the same credit card and choose "Time Credit." If all docks are full, you will be given an additional 15 minutes of time credit to get to another Velespeed Station and return your bike. You can look up the status and location of nearby Velespeed Station on the kiosk or on the CycleFinder app.



**Insert your Velespeed key or card in the kiosk card slot to request an additional 15 minutes of time credit.**

## WHAT DO I DO IF MY BIKE HAS BEEN LOST OR STOLEN?

If you believe that the bicycle you have checked out has been stolen, you must contact Customer Service at +90 548 835 3773 immediately and file a police report within 24 hours. You may be charged for the cost of recovery or replacement of the bike.

## HOW CAN I SECURE MY BIKE IF I NEED TO MAKE A STOP?

We ask that you don't lock up the bike with a personal lock and never leave the bike unattended. You should either be with the bike or it should be securely docked in a Velespeed Station. You are responsible for the bike and all the charges when it is not successfully returned to the dock.

## CAN I PUNCH A HOLE IN MY VELESPEED PASS?

We don't recommend punching a hole in your Velespeed key or the cards as it can damage both. We charge 5.00TL +VAT for all of the replacement cards and 8.90TL +VAT for replacement of your membership key.

## MY APP IS NOT GENERATING CODES

First, close out the App and relaunch. Check to see if cellular data is on. If codes are still not being generated, try logging out of your account and logging back in. You may have to renew or reload your pass if it has expired. If you are still unsuccessful in generating a new ride code, call Customer Service at +90 548 835 3773.

## I LOST OR CANCELLED THE CREDIT CARD TIED TO MY PURCHASE

Call Customer Service at +90 548 835 3773 to update your credit card information and account details.

## HOW DO I GET A NEW CODE FOR MY KIOSK PURCHASE?

Select "I have a pass" on the kiosk screen and insert the credit card used to make the original purchase. Select "Get new ride code" to generate another 5-digit ride code and unlock a bike. You will also be able to see your current remaining minutes balance.

## I PURCHASED PASS AT THE KIOSK. HOW DO I GET A YEARLY PASS?

Transition from any other pass previously purchased to a yearly pass is only possible once your usage balance gets to 0 and then sign up for a yearly pass on CycleFinder or [www.velespeed.net](http://www.velespeed.net) website.



# COMMUNITY

## WHAT ARE THE COMMUNITY BENEFITS OF BIKESHARING?

**Good for business:** It is recorded around the world that shoppers arriving by bicycle spend 20% more each month than those arriving by car.

**Makes roads safer for everyone:** Velespeed will put more people on bikes, calm the traffic and increase the safety for pedestrians, motorists and, of course, people on bikes too. An influx of new cyclists will make everyone on Nicosia's roads more cautious, and increase advocacy for better biking infrastructure for cyclists and motorists alike.

**Convenient and affordable:** Velespeed Stations will be close to the places you want to go, every 2-3 blocks or so. You choose the fare plan that fits the way you ride. Velespeed offers the fun and convenience of owning a bike without having to worry about theft, storage, or maintenance. We take care of that.

**Increases opportunities for physical activity and a healthier environment:** Biking for transportation can be as effective as a structured exercise program when it comes to improving physical activity, cardiorespiratory fitness, and blood pressure in adults. Also, when you take a Velespeed bike, your trip emits zero emissions, which is good for people and great for the environment.



# SAFETY

## IS THERE ANYTHING I SHOULD DO BEFORE STARTING A RIDE?

Before each ride, always be sure to adjust the seat to a comfortable height. It's also a good idea to test the brakes to make sure there is good resistance, and to check the tires to make sure they are not flat.

## AM I REQUIRED TO WEAR A HELMET?

While it is not required for those 16 and over to wear a helmet, we recommend that everyone wear a helmet. Our yearly members who buy a riders insurance plan will receive a helmet as part of a welcome safety package.

## HOW DO I RIDE SAFELY IN THE CITY?

There are a few cycling laws and other riding tips that all riders should follow to help ensure a safe ride:

- Ride in the same direction as traffic
- Follow all traffic signs and signals
- Stop for pedestrians
- Don't ride on sidewalks
- Never ride distracted - pull over if you have to use your phone
- Wear a helmet - TRNC law requires helmets for cyclist 15 and younger
- Velespeed members must be 16 or older
- While the law does not require Velespeed members to wear helmets, we strongly encourage helmet use
- Use hand signals when turning
- Do not weave in and out of traffic.

## WHERE CAN I FIND ADDITIONAL RESOURCES?

Our partners at the TRNC Bicycle Federation are the leading resource and advocates for cycling safety and rules of the road. [www.kibrisbisikletfed.com](http://www.kibrisbisikletfed.com)

## I'VE HAD AN ACCIDENT INVOLVING MY VELESPEED BIKE. WHAT DO I DO?

If someone is injured, immediately call 112. In the case of an accident involving your Velespeed bike you must notify customer service as soon as possible (+90 548 835 3773). The bike remains your responsibility until it has been properly locked at a bike dock, or if that is not possible, you should hand it over to a Velespeed representative. Otherwise, you must secure the bike until you are able to return it to a Velespeed Station.



**Visit our website to  
become a yearly member**

**[www.velespeed.net](http://www.velespeed.net)**





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**Yapım İnşaat Müteahhitlik Ltd.**

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**Information Line:**

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**8353773** | (FREE ZONE)

