

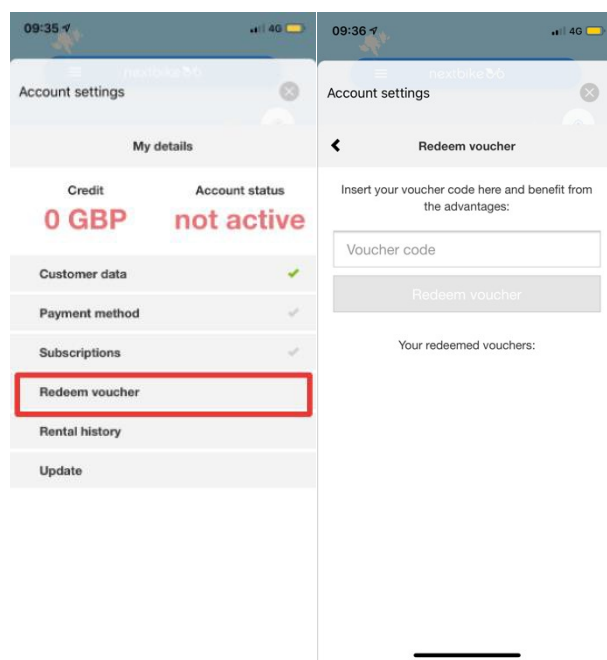
nextbike

Swansea

How To Guide: Redeem Vouchers and Rentals

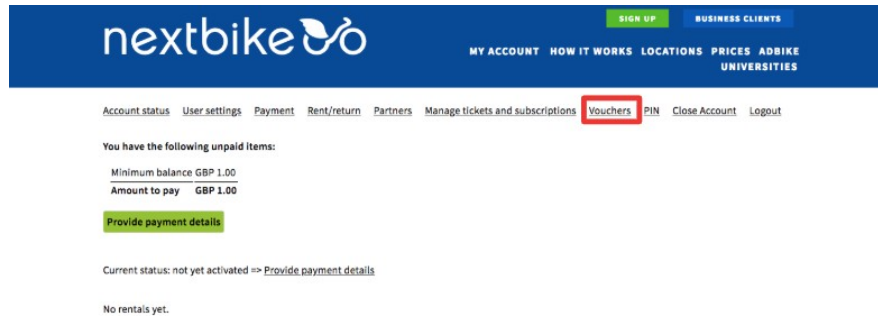
Using the App

1. Select 'Menu' (three dashes on the upper right corner).
2. Select 'My details'.



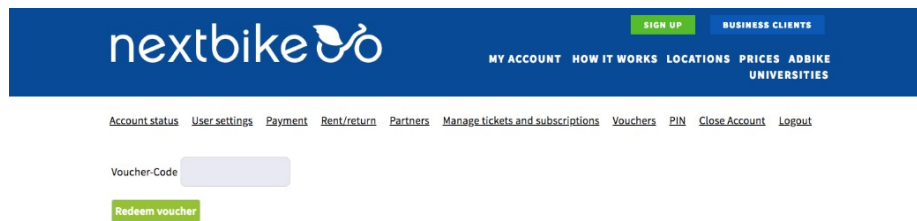
3. Select 'Redeem Voucher'.
4. Enter your voucher code and press the 'Redeem Voucher' button
5. You're now ready to hire a bike.

Website



The screenshot shows the Nextbike website's account management interface. The header is dark blue with the Nextbike logo and navigation links: SIGN UP, BUSINESS CLIENTS, MY ACCOUNT, HOW IT WORKS, LOCATIONS, PRICES, ADBIKE, and UNIVERSITIES. Below the header, a secondary navigation bar contains links: Account status, User settings, Payment, Rent/return, Partners, Manage tickets and subscriptions, Vouchers (highlighted with a red box), PIN, Close Account, and Logout. The main content area displays the text 'You have the following unpaid items:' followed by 'Minimum balance GBP 1.00' and 'Amount to pay GBP 1.00'. A green button labeled 'Provide payment details' is visible. Below this, it states 'Current status: not yet activated => Provide payment details' and 'No rentals yet.'

1. Select 'Vouchers'



The screenshot shows the Nextbike website's account management interface, specifically the 'Vouchers' section. The header is dark blue with the Nextbike logo and navigation links: SIGN UP, BUSINESS CLIENTS, MY ACCOUNT, HOW IT WORKS, LOCATIONS, PRICES, ADBIKE, and UNIVERSITIES. Below the header, a secondary navigation bar contains links: Account status, User settings, Payment, Rent/return, Partners, Manage tickets and subscriptions, Vouchers (highlighted with a red box), PIN, Close Account, and Logout. The main content area displays the text 'Voucher-Code' followed by a light blue input field. Below the input field is a green button labeled 'Redeem voucher'.

2. Enter your voucher code and press the 'Redeem Voucher' button
3. You're now ready to hire a bike.

How To Rent a Bike

Hire a nextbike from one of the docking stations across Swansea and get cycling.

Swansea

1. Log in to the app or call our customer hotline.
2. Enter the bike number OR scan the QR code.
3. You will receive a code to unlock the bicycle.
4. Enter the code in the bike computer and unlock the bicycle by removing the front lock from the wheel and dock and securing it in the holster behind the basket.
5. To temporarily park your bike, put the front lock through the wheel and press 'P' on the bike computer. To unlock, enter the code on the bike computer. Note – Parking does not pause your rental. Your time is still running.
6. To return, push the front wheel into the dock and insert the front lock through the wheel and dock. Press OK on the bike computer. The bike computer will say returned and your app will update once the bike has been successfully returned. Physically check your bike is locked before leaving the station.

Note: To correctly return the nextbike you must return it to an **official station**. Any nextbike returned to an unofficial location will be subject to a £10 fine. Be aware that this increases further away from a station the bike is found (extra £1 per mile).

PAYGO Rental Tariff:

First 30 minutes per ride	£1.00
Additional 30 minutes per ride	£1.00
Up to 24 hours	£10.00

Subscription Rental Tariff:

First 30 minutes per ride	FREE
Additional 30 minutes per ride	£0.50
Up to 24 hours	£5.00

For more information visit: <https://www.santandercycles.co.uk/>