



E-BIKE TRIAL MANUAL

Instructions for booking your e-bike or high speed e-bike

- The e-bike trial is especially for motorists that would like to try out riding a bike to work instead of the car.
- Click on the button below “Book your E-bike here”
- You enter the booking system Going Easy
- First click the English flag icon at the top of the page for English language
- Register your data; please double check your e-mail address on typing errors!
- Select a 2 week period in which you want to try your e-bike or high speed e-bike.
- Select your preferred available electric bike.
- Then you answer some questions in our baseline survey. Your answers will be anonymously used for our data and evaluation.
- Agree on terms & conditions and confirm your booking.
- The booking system Going Easy will send you a confirmation e-mail.
- If you book a high speed e-bike, please take into account that you need to be in possession of a valid driver’s license or moped license. You also need to wear a helmet. The helmet will be provided when collecting the high speed e-bike.
- With a regular e-bike your speed can be 25 km/h max. Your commuting distance can be up to 20 km or a bit more. The e-bike supports you, but you still have to pedal.
- With a high speed e-bike your speed can be 45 km/h max. Your commuting distance can be up to 30 km or a bit more. The high speed e-bike supports you, but you still have to pedal.

Important info for the high speed e-bike

- You need a driving license or moped license.
- You need to wear a helmet, which will be provided when collecting the high speed e-bike.
- Your speed is 45 km/h max. You need to pedal hard to reach that speed. Adapt your speed to the environment. Outside on long distance roads it is easier to speed up. In the city you adapt your speed.
- The high speed e-bike is not allowed on special bicycle lanes. Moped rules in traffic are applied. Please check the best route to commute before taking the high speed e-bike.

Collecting your e-bike or high speed e-bike

1. You pick up your e-bike on a Wednesday at the confirmed date between 12.00 and 13.00 in the bicycle parking in the parking garage at Danone Place Amsterdam.
2. Please bring your I.D. and a print screen of the confirmation e-mail.
3. Your e-bike will be issued by an e-bike specialist from Mobilyls.



Returning your e-bike or high speed e-bike

- After two weeks, you will return your e-bike or high speed e-bike on a Wednesday between 9 and 9.30 in the morning at the collecting point in the bicycle parking in the parking garage at Danone Place Amsterdam. The e-bike team of Mobilys will collect your e-bike and prepares it for the next participant.
- In case you cannot return the e-bike as described above, please contact Mobilys: office@mobilys.nl and leave your e-bike in the bicycle parking and lock it with care. Please deliver the keys at the reception desk.

Break down service during e-bike trial

When your e-bike breaks down, please call 24/7: 088-1121123.

Damage, theft or other questions

In case of damage or other questions, send an e-mail to: office@mobilys.nl or call: 030 - 6000720.

During the e-bike trial: Join Go Velo!

- Have a good time riding your e-bike to work. Try it at least two days per workweek.
- Download the Go Velo app and collect points riding your e-bike. Go Velo will motivate you to cycle to work. Track your cycle progress, collect points per kilometer and choose how to spend them in the shop.
- After the e-bike trial Go Velo will help you to keep biking to work.

How to register for Go Velo:

1. Go to start.govelo.nl/aanmelden to register.
2. Select Danone in the list of employers and fill out the form.
3. Please read [these instructions](#) for an easy way to register and start using the Go Velo app.

rij2op5

- By participating in the e-bike trial, you automatically join rij2op5.
- Rij2op5 is a Dutch bike to work campaign that challenges and motivates employees, that usually take the car to work, to take the bike to work more often. Regular cyclists will be asked to become a cycle ambassador and motivate co-workers to also take the bike more often.
- Guus, the cycling coach at rij2op5, will send a monthly e-mail with cycling news and tips to make cycling more easy or fun. You can always unsubscribe for the Guus e-mail messages.

Survey

- During the booking of your e-bike we ask you a few questions about how you commute. We will use your data in our baseline survey anonymously.
- You might receive a second survey after your e-bike trial.



General information on the e-bike trial at Danone

- The e-bike trial is active until 3rd December 2019.
- The e-bike trial is offered to you by Danone.
- The e-bikes are owned and managed by Mobilys.
- Rij2op5 organizes the e-bike trial together with Mobilys.

Terms & Conditions.

Click [here](#) for the general terms and conditions.

Danone solely facilitates the e-bike trial. Participating in the e-bike trial is at the full accountability of the employee. Furthermore, Danone will not provide any personal information about its employees to any of the companies that are involved in the e-bike trial. By signing up you agree with the terms & conditions which are in line with GDPR.