

Fix Your Bike Voucher Scheme: The Essentials

Thank you for your interest in registering your business with the [Fix Your Bike Voucher Scheme](#), administered on behalf of the Department for Transport by the Energy Saving Trust.

How do I register my shop?

1. Go to <https://fixyourbikevoucherscheme.est.org.uk/>
2. Click the "Register as a Repairer" button
3. Fill out your details and upload a PDF of your insurance document
4. Create a password
5. Tick the "Accept Terms and Conditions" (click the link to read them)
6. Click the "Register" button.

That completes the first stage, and once your registration details have been confirmed by the Energy Saving Trust, you will be ready for customers to come to you.

Please find below answers to some of the questions you may have about the scheme and, at the end of the document, a flow diagram outlining a typical user journey for a business participating in the scheme.

There is also a detailed guidance document provided on the portal registration page along with the scheme [terms and conditions](#) for participating businesses.

Fix Your Bike Voucher Scheme: Q&A

Q. When will the scheme be launched for members of the public?

- A launch date has not been confirmed but we intend to launch the scheme to the public shortly. We will notify participating businesses once this goes ahead.

Q. Will the scheme cover the full cost of a repair?

- The scheme will provide up to £50 towards a repair, the bike owner will need to pay the remainder if the cost is beyond this amount.

Q. What is the scheme for/what will be covered?

- The scheme is intended to help people get unused bikes roadworthy and back in use, so not all costs can be covered and transactions must involve labour.
- Eligible Repairs include repairing or replacing:
 - tyres, tubes, wheels and related components;
 - braking system components;
 - transmission system components;
 - components for permanently fitted lighting systems.
 - other essential components which prevent safe use of the cycle e.g. deteriorated grips or saddle;
- The following are **not** Eligible Repairs:
 - a sale of replacement parts without any repair work.
 - replacement or upgrade of existing safe and roadworthy components or of removeable lighting accessories.
- The voucher also doesn't cover costs towards a new bike.

Q. Will customers be able to claim back £50 now for repairs I've already done, or that I am going to do before the scheme launches?

- It will be a requirement to apply to the scheme before having the bike repaired to receive a voucher; however, we encourage people to go ahead with any repairs they are planning and not to delay if their circumstances allow it.

Q. How long will it take to get paid?

- Each week Energy Saving Trust will download for review each store's claims (and the associated evidence you provide). Payment will then be made within 5 working days of this download (+ 3 to 5 working days for BACS). Depending on whether you upload your documents at the start or end of the week, it will therefore take 5-12 days to receive payment from the point of evidence upload.

Q. What mechanics/shops will be able to apply?

- You will need to confirm that you and your staff are competent to carry out eligible repairs, and also provide evidence that you have a **public liability insurance policy** which, for each store:
 - includes a level of cover for public liability of £2million or more;
 - specifically identifies the applicant organisation (or where relevant the store) as a facility that carries out cycle repair work; and
 - is still valid at point of claim;
- Please note we will ask for you to upload an electronic copy of your insurance schedule showing the above during your application. So please have this to hand when registering. We also may require you to provide additional evidence of this coverage.

Q. Vouchers are valid for 60 days – when does this start, and what happens if a customer presents a voucher on day 59?

- The voucher validity period begins on the day the customer generates a voucher on the application portal and receives their 9 digit code. A shop or mechanic has to link the voucher to their store within this time, but repairs can occur following the 60 day period.

Q. What evidence do we need to provide for each transaction?

- We ask you to upload two pieces of evidence via the portal following each repair where a voucher is used:
 - A photo or electronic copy of the receipt,
 - A clear, unobstructed phot of the cycle.

Q. Will the scheme support cyclists who use adapted bikes, e-bikes or kids bikes?

- Cyclists who use adapted cycles, kids bikes (although the voucher holder must be over 18) or e-bikes (that conform to the governments' requirements set out at <https://www.gov.uk/electric-bike-rules>) can all use vouchers to repair their bikes.

The Following diagram represents the key steps for a business registering for the scheme, repairing cycles and finally claiming vouchers.

Bike shop journey

