

How it works

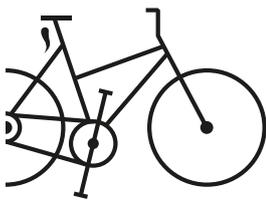
Easy!

Info

info@bikesharingnapoli.it

Help

assistenza@bikesharingnapoli.it



The Project

Bike Sharing is an alternative and sustainable transportation program spread all over Europe, ideal for short distance point-to-point trips providing users with the ability to pick up a bicycle at any bike-station and return it to any other station located within the system's service area. Bike sharing differs from traditional bicycle rental services in that it is typically used for short, spontaneous trips that are often combined with other transportation modes (e.g. transit).

Bike Sharing Napoli is a research project of the Cleanap Association. The project is winner of the call for projects "Smart Cities and Communities and Social Innovation" of the Ministry of Education, University and Research (MIUR) – National Operative Research (NOP) and Competitiveness 2007-2013, cofinanced by the European Regional Development Fund (ERDF) allocated for the four Convergence Regions (Campania, Calabria, Apulia and Sicily).

User rules

- The subscription is free of charge. Your account must be associated with your own credit/debit/ or prepaid card as guarantee
- The subscription is personal and non-transferable.
- Subscription is only available to persons aged 18 or over.
- You are fully liable from the moment the bicycle is removed from the station until it is correctly returned.
- Only one bike can be taken at a time per session.
- You are not allowed to carry passengers on the bike.
- You are allowed to keep the bike for a maximum of 30 minutes per session.
- If you keep the bike more than 30 minutes (up to 60 minutes) more than 3 times per calendar month, your account will be blocked for 30 days.
- If you keep the bike more than 60 minutes your account will be permanently blocked.
- If you wish to return a bike, but there are no available slots at a station, you can locate a station with available slots on the map provided by the app or by the kiosk located at each station.
- Be careful when riding the bike. Remember that the bicycle is a real vehicle, you must follow the same rules as other vehicles on the road.



- Check your bike thoroughly before use (tires, brakes, lights, saddle, bell) and adjust saddle height if necessary.
- If you experience any issues with the bike, return it at any station and take a new one. Report issues through the app or send an email to assistenza@bikesharingnapoli.it
- It is strictly forbidden to carry the Bike Sharing Napoli bike on public and/or private means of transport.
- DO NOT leave the bike unattended or unlocked – you are fully liable until you properly return it.
- Always refer to the General Conditions of Access and Use.

App

The app is available in free download on Google Play and App Store. Check out the map with the 10 stations on your smartphone and choose if you want to see the availability of bicycles or free slots.

View detailed information about each station: take the bike directly through the app, find information about interesting places and follow the directions to get to the station.

In your Profile you can find all the information linked to your personal account: you can edit your data and find out a specific session, read the statistics and discover the benefits of riding. Link your account to your favorite social networks and share all your experiences on two wheels!

Subscription

You need a subscription to join Bike Sharing Napoli.

- Website: go to www.bikesharingnapoli.it and click on "Login".
- App: download and install the app for Android and iOS then "Sign up".

You can take a bike immediately through the app or request the smartcard and wait for delivery. Subscriptions expire automatically at the end of the research project, May 30, 2015.

Operating hours

The research project Bike Sharing Napoli is open from 7:00 AM to 10:00 PM, from Monday to Sunday. Always check the site www.bikesharingnapoli.it for updates.

Take the bike

1. Press the button of the slot; (immagine frame bottone)
2. Enter the unlock code in the app or hold the card over the reader; (immagine frame tessera e frame app)
3. Wait for the message "Preleva la bici" on the display and take the bike;
4. When you take the bike, make always sure it is in good working order and adjust saddle height if necessary;
5. Now you're ready to go!

Return the bike

1. Press the button of a spare slot and place the bike;
2. Wait for the message "Grazie" and make sure that the bike is correctly returned;
3. Should you experience any issues, report them through the app or send an email to assistenza@bikesharingnapoli.it

Make always sure you have properly returned the bike: it takes you few seconds, keeps the service efficient and prevents you from penalties!