

The West Australian
**Great WA
Bike Ride 2011**
A week in another world

Frequently Asked Questions – Interstate Bike Transport

How will my bike travel to and from WA?

Your bike will travel in a container on trucks and trains. In some states, due to total bike numbers in your state, alternative transport options will be used.

Where do I drop off my bike and what time do I need to be there?

Drop off locations and times can be found under your Bike Transport Location information for your capital city.

Will there be help?

Volunteers will be present at most locations to assist you in preparing your bike, assembling your bike box and loading your bike for transport. Helpers will be supplied with tools and tape to assist you packing your bike. Bring your own bubblewrap and fork spacers to ensure your bike is safe during transport.

How big are the bike boxes?

The Bicycle Victoria bike box dimensions are;

1430 mm Long – 300 mm Wide – 795mm High

Does you offer either a hard case or soft case option?

All of our boxes are cardboard bike boxes. Hard and soft cases will be accepted for transport, however Hard cases will incur an extra charge if your transport option is purchased.

Why do you need my bike so early?

As we are utilising rail transport to send your bike across Australia, we need to ensure that our transport timelines are appropriate to ensure your bike arrives on time in Manjimup.

Can I drop off my bike after these dates?

No, the specified dates are the latest dates we can offer in order to ensure your bike arrives on time at the start of the Ride.

Do I need to box my bike?

Yes, all bikes must be boxed for transport. We will supply you with a bike box, but if you wish to protect your bike further you can supply your own bubble wrap and fork spacers.

Can I pack other equipment in my bike box?

No, due to the weight restrictions of the bike box and for the safety of our volunteers handling your bike box, we must ensure that only your bike is packed in the box.

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What if I can't make those times to drop off my bike?

If you can't make the advertised times we suggest you get a friend or family member to drop off your bike at the specified time. Alternatively, you can organise to courier your bike to us if you are able to box your bike at home.

What if I can't collect my bike when I return at those times?

You (or a designated representative) must collect your bike by Sunday 10 April or the bike will be couriered to you at your cost. If you are unable to collect your bike on the designated dates, please send us a message to advise us accordingly.

Is my bike covered for damage during transport?

No, your bike is not covered for damaged during transport. All care will be taken with your bike during transport but we recommend you investigate and take out the appropriate level of Travel Insurance.

Is my bike covered if I am a Bicycle Victoria member?

A level of cover is provided with your Bicycle Victoria Membership. Visit the Membership Travel Insurance page for further information on the level of cover.

When can I collect my bike in Manjimup?

Your bike will be available for collection from 9am in Manjimup on the Friday prior to the Ride.