



BIKE SHELTER

USER GUIDE

Congratulations on choosing cycling and public transit to move around; it is an ecological, practical and economical combination!

Below you will find some information on how to use the bike shelter at Lionel-Groulx station, as well as a few rules and tips on bicycle transportation on our network.

- **Location:** Behind Lionel-Groulx métro station.
- **Access:** Place your OPUS card with your loaded electronic key on the OPUS terminal fare reader, on the left-hand side of the bike shelter door, and immediately open the door. If you place your card on the reader and do not enter immediately, you will have to wait 1 minute before restarting the process.
- **Expiry:** The access key expires on December 31 and must be renewed by re-registering.
- **Opening hours:** 24 hours a day, 7 days a week, except for a brief moment between 3:30 a.m. and 4 a.m., to update the OPUS terminal.
- **Availability:** These are self-service bike stands, on a first come, first served basis. The STM cannot guarantee their availability.
- **Caution:** Be careful when putting your bicycle on or off the rack.

RULES OF USE

You must comply with the bike shelter user rules and guidelines, including those in the STM regulations, those in this User Guide, and any other rules that may be communicated at a later date. Please refer to the By-law on the standards of safety and conduct to be observed by persons in the rolling stock and buildings operated by or for the Société de transport de Montréal (By-Law R036), available at stm.info or at the service point inside Lionel-Groulx station.

Additional rules specific to the use of the bike shelter:

- Your electronic key allows you to store a single bicycle.
- Make sure to close the door behind you when entering and exiting the shelter.
- The shelter is only for bicycles (motorized vehicles are not permitted).
- Do not leave any bicycles in the aisles – the use of the bike stands is mandatory.
- It is prohibited to hold the same space for more than 48 consecutive hours. In case of non-compliance, your bicycle will be removed from the shelter and a fine will be imposed.
- The STM shall not be held liable in the event of the theft or vandalism of bicycles, accessories and personal items left inside the shelter.
- Notify the STM as soon as possible if your OPUS card with your access key is lost or stolen.

BIKES IN THE METRO

You may take your bike with you on the métro as long as you obey certain safety rules:

- Be at least 14 years old or be accompanied by an adult
- Comply with authorized schedules:
 - Monday to Friday, from 10 am to 3 pm and after 7 pm
 - Saturday, Sunday and holidays, all day
- The STM reserves the right to prohibit access to bicycles during scheduled or unscheduled events generating high levels of traffic. See the restrictions calendar during events at stm.info/en/bikes.
- Bicycles are only accepted in the first métro car;
- A maximum of six (6) bicycles are permitted, per transit, in the first car;
- Allow other passengers to enter and exit the car first;
- At all times, keep the bicycle close to you, do not rest it on seats or any other installation.

It is strictly prohibited:

- To ride a bicycle inside métro stations;
- To park a bike inside a métro station; you must always keep it with you.

IN CASE OF A PROBLEM

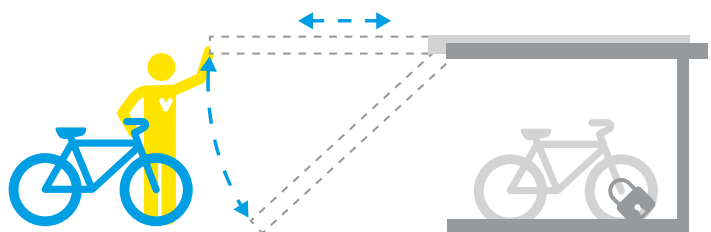
Notify the ticket booth attendant inside the station or contact us by telephone at 514 786-4636 from Monday to Friday, from 7 a.m. to 7:30 p.m. and on Saturdays and Sundays from 8:30 a.m. to 4:30 p.m.

If you lose your OPUS card with your access key: Go to one of our customer service points to have it cancelled and replaced. Since it is registered, you will only have to pay the OPUS card replacement fee. You can view the list and contact information for our services points by visiting stm.info/en/customerservice.

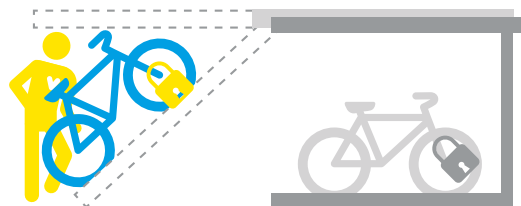
YOUR OPINION

Your opinion on the functioning of the bike shelter is important to us. Please note that you can share your comments and suggestions with us by contacting us at **514-786-4636** from Monday to Friday of 7 a.m. to 7:30 p.m. and on Saturdays and Sundays from 8:30 a.m. to 4:30 p.m., or write to us at abri-velo@stm.info.

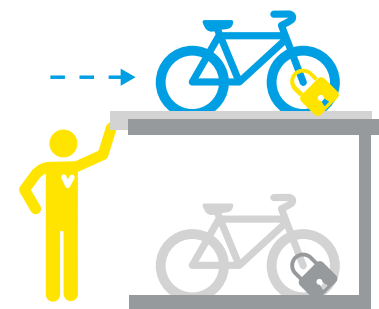
HOW TO USE THE BIKE RACKS



1 Pull and lower the upper rack



2 Position and lock your bike



3 Lift and push the rack