



BICYCLE
NETWORK®

Parkiteer Bond Refund Request Form

Personal Details

First name: Last name:
Contact number: Email:

Parkiteer location of registered member:

Card Number (5-digit number on base of access card, if applicable)

— — — — —

Reason(s) for no longer using Parkiteer (tick relevant box):

N.B. If you have moved home, does your nearest station have a Parkiteer that you can use?

- | | |
|---|--|
| <input type="checkbox"/> Now ride the whole way | <input type="checkbox"/> Take bike on train |
| <input type="checkbox"/> Drive instead | <input type="checkbox"/> Moved interstate / overseas |
| <input type="checkbox"/> Don't own a bike anymore | <input type="checkbox"/> Other: |

We're sorry to see you go, if you have any feedback please share it with us below:

.....

Payment Details

Account name:

BSB: ___ ___ / ___ ___

Account number: ___ ___ ___ ___ ___

*Please note, refunds are only available by direct deposit into a nominated bank account and may take up to 14 days after the request is received to process. Please allow up to **21 days** for the refund to be completed.*

To complete your refund request:

Email your completed form to parkiteeraccounts@bicyclenetwork.com.au, and post your access card, or post your access card and form together to:

Parkiteer Refunds
Bicycle Network
PO Box 24013
Melbourne VIC 3001

Making bike riding easy for everyone

Level 4, 246 Bourke Street Melbourne VIC 3000

Free call: 1800 639 634 bicyclenetwork.com.au



BICYCLE
NETWORK®

Parkiteer Bond Refund Request Form

FAQ's

Why return my access card?

For every card returned, Parkiteer donates \$5 to Greening Australia's tree planting activities and their 2030 vision to plant over 500,000,000 stems. For more information, visit www.greeningaustralia.org.au

Your access card will then be recycled for new users to access the Parkiteer network.

If you chose not to return your card, please dispose of it thoughtfully.

How long will the refund take to arrive in my account?

Up to 14 days (including weekends) if you email your form to us. If you chose to send your card or refund form via post, the refund can take up to 21 days to be completed. Follow-up with the Parkiteer team if you haven't received your refund within 21 days after sending through your bond refund form.

I have two cards; can I get a refund for both?

If you purchased two bond deposits (\$50 each), we can refund both. However, we cannot process refunds for replacement card purchases. Please ensure you use the name of the person who bought the cards in the refund form.

For any other questions or concerns, please contact the Parkiteer team on **1300 546 526** or parkiteer@bicyclenetwork.com.au

Making bike riding easy for everyone

Level 4, 246 Bourke Street Melbourne VIC 3000

Free call: 1800 639 634 bicyclenetwork.com.au