



Shadelands + LimeBike Smart-bike Bikeshare Program Frequently Asked Questions

What is the smart-bike bikeshare program at Shadelands?

Shadelands is partnering with LimeBike, a San Mateo-based firm that is deploying 500 smart-bikes throughout the 267-acre Shadelands business center enabled with GPS, 3G wireless technology, and self-activating locks. Ours is a dockless, easy-to-use, high-tech bikeshare program that makes bike sharing affordable and more widely available.

How do I get the app?

Go to Shadelands.org/bikeshare-program. Download the LimeBike app on your smartphone through the Apple Store or Google Play. If you're a Shadelands employee, sign up with your Shadelands company domain name and your **bikeshare rides are free!** To ride free, your Shadelands company domain name must be registered with the Shadelands Bikeshare Program. If you find that your Shadelands company domain name is not currently registered, visit Shadelands.org and click on [Contact Us](#) to provide us with your Shadelands company e-mail domain name.

How do I find a LimeBike near me?

Open the app on your smartphone, find a bike on the map, and unlock the bike with the tap of the app. Safety is LimeBike's top priority: Its bikes are equipped with an anti-theft lock and alarm, double kickstand for parking stability, and a super-bright front headlight.

Do I have to wear a helmet?

In California, everyone under the age of 18 must wear a helmet that is properly fitted and fastened when riding a bicycle on a street, bikeway, or public bicycle path or trail. We encourage all bike riders wear a helmet.

How do I end my ride and where do I park the bike?

Make sure you're parking in a safe, appropriate location. Dockless bike shares only work if we all take responsibility and park in places that don't block car traffic, impede pedestrian access, or encroach on private property. Then simply push down the rear wheel to lock the bike. After completing your ride, the app will provide you with a trip summary.

How do I reserve a bike?

Currently, our bikeshare program does not provide for reservations. This is a first come, first serve program. When you see a nearby bike on the map, it's yours to ride.

Where do I go for help with the LimeBike smart-bike?

Email Support@limebike.com; call 1.888.LIME.345; text 1.888.546.3345.

Where do I go for more information about the Shadelands Bikeshare Program?

Go to Shadelands.org and click on **Bikeshare Program** in the navigational menu.

Shadelands Smart-bike Bikeshare Program—Shadelands employees ride free