

Guidance for cyclists

A trial was carried out to allow non folding bikes on Metro trains between Callerton Parkway and Jesmond during off-peak times. The results from the initial trials have been positive; therefore the area where bikes can be taken is being extended from Friday 9 November 2018.

From Friday 9 November non folding bikes can be taken on Metro trains operating between Callerton Parkway – Jesmond, Manors – Jesmond (via Whitley Bay), Gateshead Stadium – South Shields/South Hylton, Monday to Friday during the following times: 10.00am – 3.00pm; 7.00pm until end of service, and all day at weekends.

The extension to the trial area will establish the take up and help to monitor the effectiveness of allowing non folding bikes on trains. The trial will be withdrawn immediately if any significant safety risks arise. Tandems, tricycles, motorcycles, mopeds and motorised cycles are not included in the trial.

There will be no charge to take your cycle on Metro, other than the cost of your Metro fare.

Before travelling on Metro with your bike, check for any planned engineering work or major service disruption by viewing the service status section of nexus.org.uk/metro. Please note bikes will not be allowed on the Metro replacement bus service.

For your safety and the safety of other passengers please dismount your bike on the approach to the station, never ride your bike on the station concourse, platform or train. Bikes should never be taken on escalators, always use the station lift or access ramp.

If you are using a station with a gate line, use the wide access gate as this will be wide enough for your bike.

When waiting for the train please ensure you stand behind the yellow platform line and remove anything not permanently fixed to your bike such as panniers or valuable equipment.

When boarding the train do so swiftly and safely ensuring your bike is fully on the train before the door warning tones sound.

There is a designated space on the train which will be highlighted by a blue and white bike sign. This space will also be used by wheelchair users and customers with pushchairs. The space is limited (one bike per Metrocar, two bikes per train), wheelchair users and customers with pushchairs have priority use of the space. Reservation of the space is not possible.

Bikes must only be stored in the designated area. Please remain with your bike at all times and check regularly to ensure it is secure and is not causing an obstruction. Never lock your bike to any part of the train.

Where a wheelchair user is already on board the train, you will need to board the other Metrocar with your bike via the platform and without causing a delay to the train, or wait until the following train. If you are with your bike in the designated space and a wheelchair/pushchair user is waiting to board, you must move to the other Metrocar or wait until the next train with available space.

Bikes on Metro – Extended areas 2018



Please note that if you have to break your journey on Metro because it includes stations where non folding bikes are not allowed you will need to buy two single tickets, one at the start of each separate Metro journey. For example if you were travelling from Callerton Parkway to South Shields, you would need to buy a ticket at Callerton Parkway, leave the Metro at Jesmond, cycle to Gateshead Stadium and then buy another single ticket before boarding a Metro to South Shields. If you are making a further or a return journey, or depending on how many zones your two single journeys go through, save money by buying a Metro Day Ticket. If you are paying for your journey using a Pop PAYG card, touch in at Callerton Parkway, out at Jesmond, in again at Gateshead Stadium and out at South Shields. You will be also charged for two single journeys, but will of course pay no more than the daily price cap.

Metro staff reserve the right to refuse bikes on trains if there is insufficient space.

There are bike lockers and bike racks at stations. Full details are available at nexus.org.uk/cycle.

For more information on the trial contact Customer Services on 0191 20 20 747.