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Corporate Membership Program

Frequently asked questions

What are the different passes offered for me to choose?

You can choose to either get a discounted Annual 30 or Annual 45 Membership. The Annual 30 membership gives riders unlimited 30-minute rides on classic bikes, while the Annual 45 gives unlimited 45-minute rides on classic bikes. Make sure to dock before your trip time is up to avoid overage fees. For more info on Annual Membership options and pricing, please visit <https://bikesharetoronto.com/annual-membership-options/>

Will I still be charged overage fees after 30/45 minutes even though I bought my pass under the Corporate Discount Program?

Yes, you are still subjected to the \$0.12 per minute overage fee charges for any trips on a classic bike that exceed either 30 or 45 minutes (based on your annual membership type). To avoid overage fees, dock your bike before it has been registered out of the system for longer than 30/45 minutes. Any overage fees incurred will be billed to the individual member's credit card on file around the 24th of each month. For more on this, please consult our user agreement. <https://bikesharetoronto.com/user-agreement/>

Are e-bikes included in my membership cost?

E-bikes are not included in your membership cost, they are subject to \$0.10/min pricing for members (50% off), with no unlock fee. All e-bike usage fees will be charged once a month around the 24th of the month to the credit card on file.



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Can I use an email that isn't part of my work to sign up and still get the discount?

To take advantage of the Corporate membership, you must use a valid email address that is within your organization's domain. This will be the only way we can authenticate your eligibility and ensure the redemption code is properly applied to your membership.

What happens if I'm at a bike share station and need help?

If you ever need immediate assistance or have any Bike Share Toronto questions, please utilize our 24/7 call centre at (855) 898-2378. You can also reach us by email at customerservice@bikesharetoronto.com, or by finding us on Facebook, Twitter or Instagram!

Do I have to use the Bike Share Toronto access card?

A membership card is one of three ways an annual member can unlock a bike. With a key card, insert it into the slot to the left of the dock in which an available bike is docked. Wait for the light to turn green and pull the bike out. Additionally, riders can use the bikesharetoronto.com mobile website or the PBSC app to easily unlock a bike.

Will my Corporate Annual Membership automatically renew?

Your Corporate Annual Membership will not automatically renew. To renew your Annual Membership under the Corporate Membership Program, all members must revalidate their employment with the participating organization through the 2-step email validation process.



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What if I'm already a Bike Share Toronto member? Can I still join the Corporate Membership Program?

If you have purchased a regular annual membership within the last 30 days, you can call Customer Service to request a refund and re-purchase a discounted corporate membership through the portal. If you are within your last 30 days of a current annual membership, you are able to purchase the discounted corporate membership and it will be added to your account and automatically begin when your current subscription ends.

If you are currently in the middle of your annual membership, that's no problem! Keep pedaling and sign up for the discounted corporate membership once your current subscription is coming to an end.

For more information, please visit the FAQ on the website:

<https://bikesharetoronto.com/corporate-membership/>

See you in the bike lane!