



BIKE BOX HIRE FAQs

Will my bike fit in the box?

The bike box is designed to fit road bikes of sizes from 42–63cm.

For disc-equipped bikes, we recommend removing the rotors if possible when packing your bike, as they are vulnerable and can be subjected to damage whilst in transit. Ensure that the box weight and dimensions are accepted by your airline, network provider or courier.

What are the dimensions and weight of the box?

Box dimensions: 124cm x 94cm x 34cm (H x L x W)

Weight of box: 12Kg

Does the box fit thru-axle wheels?

If your wheels take thru-axles, you will require a set of traditional skewers, with 20mm washers to secure the wheels in place. We can supply these with your hire.

Do you have additional packaging recommendations?

We recommend deflating wider tyres on cyclo-cross bikes.

Please be careful if your bike has wired electronic gears, such as Shimano Di2 or Campagnolo EPS, that you don't crimp or stretch any of the electronic cables when packing your bike, particularly when removing the seat post and cockpit (if required).

We highly recommend that you take a spare rear derailleur hanger and use A road or disc bike Frame Spacers to protect your frame. It can be re-used each time you travel.

Pack spare zip ties for your return to the UK, these can be used on the clasps to secure the box.

What should I do if my bike or the box is damaged by the airline?

1. Do not leave the baggage hall, station or point of collection.
2. Inspect the damage and take photos immediately.
3. Go to the appropriate luggage handling desk and speak to a representative
4. They should either give you a PIR (Property Irregularity Report) or a claims form.