

Bicycle Valet FAQ's

How does it work?

Similar to a coat check, a bicycle valet provides a secure location for guests to store their bike during the event. Guests arrive at the bike valet tent, sign in their bike, receive a numbered tag and head off to the concert.

We process bikes for parking as quickly as possible, but please allow yourself enough time, and be patient. Have your bike ready to go by the time you get to the front of the line – gear attached, anything you are taking with you in hand. If you're not ready to give us your bike when you reach the front of the line, we'll serve the next customer and take your bike when you're ready. This allows us to park bikes in order, so we can retrieve them easily.

After the concert, guests present their tag and reclaim their bike. When picking up your bike, please be patient and do not try to enter the secure area.

Do I need a lock?

We ask that you do not lock your bicycle. The site is secure and attended at all times. However we do advise that you always bring a lock with you, in case you want to stop somewhere else.

Is it safe?

Yes. The valet is attended at all times. No one but valet staff are allowed inside the secure area. However it's up to you to keep your ticket safe, because the bike will be returned to whoever presents the ticket.

Can I leave my things with my bike?

Anything that is secured to your bike can be left attached to the bike, however we cannot inventory accessories. If you forget something on your bike that you need to get, a staff person will be happy to bring your bike out to you. Only bike valet staff are allowed to enter the secure area.

How much does it cost?

It's FREE!

What if I can't get back in time to pick up my bike?

When you take your claim tag you are agreeing to our service terms. If you're not back to pick up your bike within 30 minutes after the event has ended, we will secure your bike and you will be responsible for picking it up and paying for any transport and storage costs.

Will you accept my tandem bike, bike trailer or electric bike?

We will accept bike trailers attached to the bike and electric assist bikes. This does not include scooter type electric bikes even if it has pedals as it's an issue with size, weight, and maneuverability.