



Bicycles for Kids Program

Congratulations on receiving a bike from Sport Central! Here is information for Frequently Asked Questions:

Who can have a Sport Central bicycle?

We provide bikes to children ages 4-17 from low-income families. We use a 2-year exchange program, meaning a child who has outgrown their bike after 2 years is able to exchange it for a larger one. Their current bicycle must be brought in for a larger one. However, the largest bike we have is a full-size adult bicycle (26"). Once your child receives this size, the exchange program ends.

How long does it take to receive a bike?

It is a first come, first served program. During peak season (May-August), there could be a wait time of up to 2 weeks.

Can we choose our own Sport Central bike?

We do not have the resources to have each child choose their own. A bike is chosen and set up for a child based upon measurements given to us. The bike selected for the child is the best one available in their size and type at that time.

Can we get training wheels on our Sport Central bike?

We do not provide training wheels as it can delay the bike riding learning process. The best way to learn to balance is on a run bike, which has no pedals and allows a child to push the bike with both feet on the ground. Once the child can coast with their feet up and balance, contact us and the bike can be exchanged for a pedal bike.

What accessories can we get with a Sport Central bike?

A helmet is given out when your child receives their first bicycle from us. Helmets typically last 5-10 years, but if your child has outgrown their helmet after 5 years, we are able to replace it. Bike locks may be available, but not always.

What if I don't like/need/want my Sport Central bike?

You may refuse the bike that has been selected for your child but it will be the only bike offered. We have thousands of children who request bikes each summer and do not have the resources to let each child pick and choose a bike; we are a charity NOT a retail store. If you have other options to obtain a bike, please try one of them instead. If you no longer need the bike, please return it to Sport Central so another child can ride.

Does my child own the Sport Central bicycle?

The Sport Central bicycle will belong to you. It is given to you for your exclusive use and you are free to accessorize the bike (however, please do not alter the Sport Central sticker). You **MUST** bring the bike back to receive a bigger bike, if you are still eligible for our 2-year exchange program.

What if our Sport Central bicycle needs parts, repairs, or adjustments?

If your Sport Central bike is not working properly within 2 weeks of the date of pickup, please call Sport Central to arrange for repair. After 2 weeks, the ongoing repair and maintenance of the bike is your responsibility. You must either learn how to take care of the bike yourself or take it to a commercial bike shop for repair. Sport Central can provide a list of bicycle repair shops in Edmonton.

What if our Sport Central bike is stolen?

If your Sport Central bicycle is stolen, please contact us as soon as possible to get the details of the bike(s) for you to file a police report and submit it to us for our record via email at referrals@sportcentral.org.