



Bienvenue cyclistes!

Specifications

BICYCLE RENTAL COMPANIES

Introduction

The specifications below outline the **services** and **facilities** required to obtain the *Bienvenue cyclistes!* attestation. They distinguish between:



Mandatory elements, essential for ensuring a safe, comfortable, and functional welcome for visiting cyclists.



Recommended elements, which enhance the cycling experience and help foster customer loyalty.





Mandatory services and equipment

As an attested *Bienvenue cyclistes!* establishment, you **must** provide cyclists visiting with the following facilities and services.

REQUIREMENTS SPECIFIC TO BICYCLE RENTAL COMPANIES

- **Physical presence** to answer questions and offer personalized service.
- **Regular renewal of the fleet** to guarantee comfort and safety.
- Provision of helmets and locks (if applicable).
- **Breakdown service or assistance offered in** the event of a mechanical problem or puncture during the rental period.
- **Clear information provided on the fleet**, such as the bikes on offer, their size, type and accessories.

Essential services



Restrooms accessible free of charge to your cycling customers and passing cyclists.



Access to drinking water free of charge for your cycling customers and passing cyclists.



First-aid kit available.

Basic equipment



A tool kit for minor repairs, including:

- A **pump** compatible with Schrader and Presta valves;
- The following **basic tools**: multi-sized hexagonal wrenches, a pedal wrench, a wrench, a flathead and Phillips screwdriver, tire levers, pliers. You may also want to equip yourself with rags, chain lubricant, tie-wraps, patches, glue and a mechanical repair stand.



Access to an electrical outlet for your cycling customers.

Specific information for cyclists



Up-to-date, verified information on:

- **Cycling routes** and the **status of the nearby cycling network** (e.g. roadworks or detour). Provide a tourist map, if available.
- Nearby **specialized services** for cyclists:
 - > bike repair stores,
 - > bike rental companies,
 - > bicycle and sportswear stores,
 - > luggage transport services,
 - > public transit options,
 - > nearby accommodations,
 - > catering or adapted food options.
- The presence of a **tourist information office**.



The display of the *Bienvenue cyclistes!* attestation:

- On your **physical** site.
- On your **website** (if applicable).





Additional services and equipment

We **encourage** you to make these additional services and facilities available to cyclists visiting your establishment, whether partially or entirely, free of charge or for an additional fee.

Additional services



Wi-Fi connection available.



Loan or rental of bicycles and/or **bicycle accessories**, such as :

- an approved helmet,
- a lock,
- a trailer,
- lights,
- a reflective vest.



Meals offered (breakfast, lunch, dinner).



Packages or **discounts** for cyclists (for example, discounts on the purchase of several nights' accommodation, discounts with local partners, etc.).



Information and promotion of local products.



Luggage **locker** or **storage service**, before or after your stay or tour.



Sale of emergency items (e.g. inner tubes).



Luggage transport service from one place to another, either by yourself or through a partner.

Additional infrastructure



Individual, secure bike storage solution, such as a locker or locked rack.



Bike wash station, or access to an outdoor hose with a nozzle.



Covered bicycle parking.



Long-term **car parking**, before or after your stay or visit.



Access to a **pool** or **spa**.



Access to a **refrigerator**.

Summary table

Element	Mandatory	Recommended
Physical presence at reception	x	
Regular renewal of bike fleet	x	
Helmet provided (and lock, if applicable)	x	
Assistance or breakdown service	x	
Clear information on bikes available: size, type of bike and equipment provided	x	
Free toilet facilities	x	
Access to free drinking water	x	
Access to electrical outlet	x	
First-aid kit	x	
Bike repair tool kit and bike pump	x	
Attestation display	x	
Specialized information for cyclists	x	
Lockers or racks for bicycles		x
Covered bike parking		x
Bike wash station		x
Pool or spa		x
Access to refrigerator		x
Wi-Fi connection		x
Sale of convenience items		x
Cycling packages or discounts		x
Meals (breakfast, lunch, dinner)		x
Luggage transport service		x
Luggage storage		x
Long-term car parking		x
Loan or rental of bicycles and/or bicycle accessories		x
Information on local products		x

Powered by Vélo Québec, *Bienvenue cyclistes!* is the only attestation in Quebec that guarantees an exceptional experience and a warm welcome for cyclists from here and abroad.

velo.qc.ca/bienvenuecyclistes

