



# Bienvenue cyclistes!

## Specifications

RESTAURANTS AND FOOD SERVICES

# 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 RESTAURANTS AND FOOD SERVICES

- **Adapted, accessible and safe bicycle parking:**
  - **Bicycle parking closer** to your site than car parking.
- A **diversified food offer** that takes into account the nutritional needs of cyclists.

### 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.



Reception on arrival with a **physical presence** to offer a warm welcome.



**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
Bike parking closer than car parking	x	
Diversified offer taking into account the nutritional needs of cyclists	x	
Free toilet facilities	x	
Access to free drinking water	x	
Access to electrical outlet	x	
First-aid kit	x	
Bicycle repair tool kit and bicycle pump	x	
Attestation display	x	
Specialized information for cyclists	x	
Lockers or racks for bicycles		
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
Physical presence at reception		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](http://velo.qc.ca/bienvenuecyclistes)**

