

ONTARIO BY BIKE

Industry Standards & Criteria Checklist

Complete the certification criteria checklist that applies to your business category. In order to qualify as an Ontario By Bike Network participant, you must verify that your location meets the obligatory/minimum requirements when you submit your registration either on-line or at a workshop. Please also review our [Terms of Assessments, Exclusions and Other Considerations](#).

Certification Criteria for Accommodations

(Hotels, B&B's, motels, cottage rentals and other private accommodation locations)

Obligatory/Minimum Requirements

- Covered and secure bike **storage area**
- Cycling information**, including any published cycling route maps (if there are no cycling maps for the area, access to Internet-connected computer)
- Staff able to direct cyclists to information** on cycling routes in immediate area, local bike shops and hours, bicycle rental and tour operators, weather reports
- Basic bicycle **repair toolset** (see in Participants Tool Kit, Appendix A; or on-line in Network Participant-Only Resources)
- Healthy, local **food and beverage** options, if served on-site
- Assistance with Ontario By Bike **Network evaluation** whenever possible, including informing the Network of the number of room nights sold to cycle tourists, and inviting cyclists to review the accommodation
- All **frontline staff informed** of participation in Ontario By Bike Network, and above services and amenities
- And any **additional requirements** as may be established through consultation



For suggested additional services, see following page ...

Ontario By Bike Network c/o Transportation Options

850 Coxwell Avenue, Toronto, Ontario M4C 5R1
Phone: 416-827-2774 Toll Free: 1-866-701-2774

Email: info@ontariobybike.ca

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Please check any additional services your location currently offers and/or use the list to inspire you to add these services at a later date.

Suggested Additional Services

- Luggage transfer** option and assistance, for a reasonable charge
- Secure **daytime bike lock-up** area, such as bicycle stands or posts for bike parking in most visible location possible
- Single-night stays** permitted
- Laundry** facilities
- Access to a Wi-Fi network or an **Internet-connected computer** (or directions to an Internet café or public access computers) to enable cyclists to obtain updated/current information on weather forecasts, local bike routes and other services
- Booking service** for the next night's stay with an Ontario By Bike Network participant
- Guest transportation**, if necessary
- Long-term **motor vehicle parking** option for cyclists on a multi-day bike trip
- If more than 3 km from closest **food and beverage** service, informing cyclists and/or providing alternative food option
- Take-away/bagged lunch** option or directions to nearby location to purchase
- Basic **spare parts** for bicycles, if location is more than 3 km from bike shop
- Outdoor space and hose for **bike cleaning**
- Use of **environmentally responsible** practices and products
- Display of Ontario By Bike **Network decal**
- Discounts**, special packages or promo codes for cyclists
- Bilingual** staff or information materials
- First aid kit** at check-in area
- Early checkout** option and/or breakfast option (if served on-site)
- Accessibility to and knowledge of nearest **public transportation node**
- Posted **weather conditions**, or phone number made available
- Bicycle rental** packages or complimentary bicycle service for guests
- Service Excellence** staff training (OTEC)

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Certification Criteria for Campgrounds

Obligatory/Minimum Requirements

- Secure daytime bike lock-up area**, such as bicycle stands or posts for bike parking in most visible location possible
- Cycling information**, including any published cycling route maps (if there are no cycling maps for the area, access to Internet-connected computer)
- Staff able to direct cyclists to information** on cycling routes in immediate area, local bike shops and hours, bicycle rental and tour operators, weather reports
- Basic **bicycle repair toolset** (see in Participants Tool Kit, Appendix A; or [online](#))
- Healthy, local **food and beverage** options, if served on-site
- Assistance with Ontario By Bike **Network evaluation** whenever possible, including informing the Network of the number of nights stayed by cycle tourists, and inviting cyclists to review the campground accommodation
- All **frontline staff** informed of participation in Ontario By Bike Network, and above services and amenities
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Suggested Additional Services

- Separate zone** for guests with tents, preferably a grassed area that is flat and smooth
- Covered and **secure bike storage** area
- Single-night stays** permitted
- Covered picnic area** near tents
- Adoption of an **"always room" policy** for self-supported cycle tourists only (i.e., such a policy would not include tourists who are travelling by motor vehicle and are carrying bikes)
- Waiving of restrictions** on the maximum number of tents or maximum number of unrelated people per campsite
- Access to **electrical outlets** for charging electronic devices
- Wildlife-proof storage** containers for food and lockers for valuables
- Access to **cooking** facilities
- Access to **showers, potable water, food provisions** and other supplies Renting of tents, trailers, or cabins
- On-site shopping for **basic provisions**
- Renting** of tents, trailers, or cabins
- Luggage transfer** option and assistance, for a reasonable charge
- Laundry** facilities
- Access to a **Wi-Fi network** or an Internet-connected computer (or directions to an Internet café or public access computers) to enable cyclists to obtain updated/current information on weather forecasts, local bike routes and other services
- Booking service for the next night's stay with a Ontario By Bike Network participant
- Take-away/bagged lunch** option or directions to nearby location to purchase
- Basic **spare parts for bicycles**, if location is more than 3 km from bike shop
- Outdoor space and hose for **bike cleaning**
- Use of **environmentally responsible practices** and products
- Display of **Ontario By Bike Network decal**
- Discounts**, special packages or promo codes for cyclists
- Bilingual** staff or information materials
- First aid kit** at check-in area
- Early checkout option** and/or breakfast option (if served on-site)
- Accessibility to and **knowledge** of nearest public transportation node
- Posted **weather conditions**, or phone number available

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Certification Criteria for Food Services

(Restaurants, cafes, food shops and stops that may be used by cycle tourists)

Obligatory/Minimum Requirements

- Healthy food** options on menu
- Inclusion of **local foods and specialities**, whenever possible
- Secure **daytime bike lock-up** area in most visible location possible – preferably bicycle stands or posts for bike parking – or provisions for cyclists to bring bikes onto property (e.g., patio)
- Cycling information** for region, if available, including any published cycling route maps
- Assistance with Ontario By Bike **Network evaluation** whenever possible, including informing the Network of the number of cycle tourists visiting the location, and inviting cyclists to review the location
- All **frontline staff informed** of participation in Ontario By Bike Network, and above services and amenities
- And any **additional requirements** as may be established through consultation



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Suggested Additional Services

- Take-away/bagged lunch** option
- All-day opening** policy
- Casual dress** allowed
- Additional cycling information, including **staff able to direct cyclists to information** on cycling routes in immediate area, local bike shops and hours, bicycle rental and tour operators, weather reports
- Basic bicycle **repair toolset** (see in Participants Tool Kit, Appendix A; or on-line in Network Participant-Only Resources)
- Use of **environmentally responsible** practices and products
- Display of Ontario By Bike **Network decal**
- Discounts**, special packages or promo codes for cyclists
- Bilingual** menu and/or staff
- Accessibility to and knowledge of nearest **public transportation node**
- First aid kit** readily available

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Certification Criteria for Tourist Attractions

(Museums, natural and heritage sites, visitor information centres, wineries and other destination attractions that may be of interest to cycle tourists)

Obligatory/Minimum Requirements

- Secure **daytime bike lock-up** area, such as bicycle stands or posts for bike parking in most visible location possible
- Access to **washrooms, rest area (preferably covered) and water** (either from a water fountain or by purchase from a concession stand)
- Cycling information** for region, if available, including any published cycling route maps
- Healthy, local **food and beverage** options, if served on-site
- Assistance with Ontario By Bike **Network evaluation** whenever possible, including informing the Network of the number of cycle tourists visiting the location, and inviting cyclists to review the location
- All **frontline staff informed** of participation in Ontario By Bike Network, and above services and amenities
- And any **additional requirements** as may be established through consultation



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Suggested Additional Services

- Additional cycling information, including **staff able to direct cyclists to information** on cycling routes in immediate area, local bike shops and hours, bicycle rental and tour operators, weather reports
- Basic bicycle **repair toolset** (see in Participants Tool Kit, Appendix A; or on-line in Network Participant-Only Resources)
- Use of **environmentally responsible** practices and products
- Display of Ontario By Bike **Network decal**
- Discounts**, special packages or promo codes for cyclists
- Bilingual** staff or information materials
- Accessibility to and knowledge of nearest **public transportation node**
- First aid kit** readily available

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Certification Criteria for Business Areas

Obligatory/Minimum Requirements

- Bicycle-Friendly Business Areas (BFBA)** must submit the registration for the designation through a Business Improvement Area, Chamber of Commerce or similar association.
- At **least five (5) applicable businesses** participating and certified as bicycle friendly locations, including one of each category – accommodations, food services, attractions.
Note: A certified bicycle-friendly accommodation business located no further than a 3km distance away for proposed business area.
- Ample **bike parking** available within proposed business area.
- Allocation of (at least) one storefront location designated and clearly promoted as a **Bike Welcome Centre**, equipped with a bike repair station (see appendix) and up to date local cycling information and maps.
- Cycling infrastructure and/or **signed route** in and out of proposed business area.
- Dedicated webpage** indicating the BFBA designation, listing certified bicycle-friendly business locations.
- Participating locations display Ontario By Bike **Network Decal** in visible locations.
- BFBA must be located within a **region supporting the Ontario By Bike Network**.
- Bicycle-Friendly Business Area champion(s) to outreach and promote Ontario By Bike Network to member businesses through distribution of the **Business Outreach Kit**.
- When hosting community events, additional **bike parking or bike valet service** is made available. Cycling promoted as an option to get to and from local events.
- Assistance with Ontario By Bike **Network evaluation**, including an annual Business Perception Survey of both participating and non-participating businesses.
- All **association staff informed** of participation in the Ontario By Bike Network, the Bicycle-Friendly Business Area designation and above services and amenities



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Suggested Additional Services

- Establishment of **leadership team** (BIA staff, business owners, community members, etc) to meet periodically to evaluate efforts and share lessons learned.
- Bike Welcome Centre equipped with **First aid kit** and readily available.
- Access to **public washrooms** (where possible), rest area (preferably covered) **and water** (either from a water fountain or by purchase from a concession stand)
- Promotion of **bike parking locations**.
- Provision of larger bike parking options, including **bike corrals**.
- Creation and promotion of **discount programs** for cyclists.
- Bike share station** or bike rental location within proposed business area.
- Customer **deliveries made by bike** where possible.
- Shared bikes** available for business operators and staff to sign out for local area deliveries and errands.
- Installation of signs** showing bicycle-friendly status and welcoming cyclists to Bicycle-Friendly Business Area
- Creation of an **integrated marketing campaign** that highlights the Bicycle-Friendly Business Area designation and participation in the Ontario By Bike Network.
- Upon receipt of designation, promote participation with **media release** and outreach to media outlets working to maximize public relation opportunities. Bike-themed launch event may be considered.
- Where applicable **participation in other complementary programs** promoting cycling, safety, health and education, as well as programs that promote cycling activities for residents. (E.g. Share the Road, CAN Bike, etc).
- Working with municipality** to promote and provide improved bicycle infrastructure and parking.

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Certification Criteria for Cycling-Related Business

(Cycling-related businesses and organizations interested in cycle tourism, including bike shops, rentals and bicycle tour operators)

If your business provides services to cyclists (e.g., bike shop, service, tours, rentals), please use this category. If your business or organization is interested in participating in the Ontario By Bike Network and does not fall into any of the other categories listed, please contact info@ontariobybike.ca, and when providing your proposed listing name (i.e., business name), include a category type that you believe best suits your location. If you have any further enquiries, contact us by phone to provide any additional information.

Obligatory/Minimum Requirements

There are no certification criteria at present

Please check any additional services your location currently offers.

Suggested Additional Services

- Display of Ontario By Bike **Network decal**
- All **frontline staff informed** of participation in Ontario By Bike Network



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