



Welcome to the Bike Valet! Thank you for volunteering with Saskatoon Cycles. Your assistance makes it possible for the Bike Valet to continue to operate as a safe place for people to leave their bikes while they attend events and festivals in Saskatoon. Below you will find basic information about operating the Bike Valet. Don't be afraid to ask questions about anything you are unsure of!

1. Sign-in when you arrive for your volunteer shift.

2. When a Bike Valet patron drop off a bike

- Ask: "Have you used the Bike Valet before?"
- Explain if necessary: "It works like a coat check. I'll give you a number and tag your bike with the same number. Hold onto your card because you will need it to get your bike back."
- Take card and tag – check that the numbers match.
- Wrap Velcro tag securely around the handle bars and give patron the corresponding card: "I'm giving you card number (state number). I'm tagging your bike with the same card (state number)."
- Hang bike on rack by the seat, OR hand bike to a designated volunteer who will take the bike and hang it on a rack.
- **NOTE:** heavy bikes, trailers, and other equipment may not hang easily on the rack. If hanging is not possible, place bike in a logical spot, or check with an experienced volunteer or the Bike Valet Operator about where to put bike.

3. Bike Organization

- Bikes are numbered and arranged in a snake-like pattern in the racks.
- As bikes come and go, shuffling will be necessary to make room for new bikes.
- When shuffling in bikes, keep them in order.
- If you have any questions about where to put a bike, ask an experienced volunteer or the Bike Valet Operator.

4. If a patron wishes to retrieve something from their bike

- Request they present their card.
- Walk them to their bike and supervise. Make sure nothing is taken from another bike.

- Walk them back to the entrance.

5. When people pick up their bikes

- Ask: "What number are you?"
- Check that they have a number card.
- Patrons will try and give you the number card: **DO NOT** take it from them. Politely ask patrons to hold on to their card until the bike with the corresponding tag is retrieved.
- Remove tag and exchange the bike for their number card.
- Place both tag and number card back in the appropriate place in the number bin.

Additional Information about the Bike Valet:

- The Bike Valet is operated by [Saskatoon Cycles](#), a volunteer-based, non-profit organization that advocates for a city in which cycling is a viable, year-round, mode of transportation that is safe and convenient for all ages.
- The Bike Valet offers a safe, secure, and tidy place for bikes and accessories to be left at events across Saskatoon.
- The Bike Valet encourages green commutes, reduces traffic congestion, and supports active transportation in Saskatoon!
- The Bike Valet is a volunteer-powered service.
- The Bike Valet accepts many modes of human-powered transportation: bicycles, bicycle trailers, kayaks, skateboards, as well as rollerblades and rollerskates are all welcome.
- The Bike Valet encourages green commutes, reduces traffic congestion, and supports active transportation in Saskatoon!
- Snacks can be found in the snack bin: help yourself! The Bike Valet is also equipped with a first aid kit, sunscreen, and bug repellent.