



CLARE CLASSIC CANCELLATION

FREQUENTLY ASKED QUESTIONS

FRIDAY, 20 MARCH 2020

I have registered for the Clare Classic and or Dirty Clare gravel event, how do I get a refund?

The event organising team are working on the refund process. This will be done on a rider by rider basis and we do appreciate your patience. The expected time frame for refunds will be advised shortly by email. Please hold off on further enquiries and you will hear from us soon.

Can I transfer my registration to the Noosa or Bowral Classics?

We would love you to support our other events – the best way to do this is register via the relevant websites – www.noosaclassic.com.au (Sunday, 16 August 2020) and www.bowralclassic.com.au (Sunday, 18 October 2020)

Can I transfer to a future Clare Classic?

No, in an effort to seamlessly complete the process we are only making full refunds. News of a future Clare Classic will be announced at a later date.

What if other Classics events are cancelled?

Bicycling Australia have enacted a rock solid COVID-19 refund policy – 100% of entry fees will be refunded in the event of further cancellations.

I have changed credit cards or bank accounts since registering, how will I be refunded?

If there are issues when processing your refund due to card expiry or account closure, GoFundraise will get in touch with you directly.

What will happen if I have made a charity donation?

Any donations made will still go to the selected charity. If a fundraiser wishes to keep their fundraising page open, they can do so. If you have further enquiries regarding charity donations, please email support@gofundraise.com.

Can I still visit the Clare Valley over the weekend of April 4 & 5?

Absolutely! Although not officially sanctioned or a *Bicycling Australia* event, many riders have told us they are still planning to keep their accommodation bookings and make the most of the Clare Valley in April. Local businesses need your support – what better way to show you care than to sample the local wines, spend time in the towns and ride the stunning Clare Valley roads.

Is cycling still a safe activity during the Coronavirus crisis?

While cycling is clearly a wonderful way to beat of the Coronavirus blues, there are a number of common sense precautions riders should take. These include –

- **Feeling even marginally unwell?** Don't ride with others. We all have a responsibility to reduce the spread of this illness and all precautions must be taken. Sometimes getting out for a ride can be a great way to clear the system but our advice is to go alone and not put others at risk.
- **Groups.** Our advice would be to stick with smaller groups and / or ride solo. Remember people can have the virus and not show symptoms. Discuss your concerns when planning a ride and be aware of each other recent travel history, hygiene habits and general awareness of COVID-19.
- **Hygiene.** Pack antibacterial hand cleaner with you on each and every ride. Clean your hands before, during and after the ride – and definitely as you stop at the coffee shop or meet up with others.
- **Touch.** Studies have shown humans touch their faces some 3,000 to 5,000 times per day! Astonishing figures ... great to keep in mind as a reminder to limit hand and finger contact with your eyes, nose, ears and mouth.
- **Space.** 'Social Distancing' seems the latest buzzword but it is a very important aspect to keeping the spread of disease and illness at bay. Maintain a safe distance from other riders when on the bike and at the cafe afterwards.
- **Helmets & Gloves.** Stopping for that mid or post-ride coffee? Remove your helmet and gloves and leave them with your bike. Your mates don't want sweat-soaked equipment on the table.
- **Share Bikes?** With more people cycling – a recent study in New York finding an uptake in commuter biking by 55% this month alone! – sanitising a share bike before use is highly recommended. Use spray or hand sanitiser to clean the hand grips and saddle, then again clean your hands.

If you have any further enquiries which have not been answered in the above, please contact info@clareclassic.com.au