



# CLARE CLASSIC CANCELLATION FREQUENTLY ASKED QUESTIONS

TUESDAY, 21 APRIL 2020

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

All refunds have now been processed via GoFundraise. If you have not received an email notification, please contact us at [info@clareclassic.com.au](mailto:info@clareclassic.com.au).

## **Can I transfer my registration to the Bowral Classics?**

We would love you to support our other events – the best way to do this is register via the website – [www.bowralclassic.com.au](http://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](mailto:support@gofundraise.com).

## **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.** Following from government advice, riders should ride solo or with maximum one other person. Remember people can have the virus and not show symptoms. Discuss your concerns when planning a ride and be aware of each others 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.
- **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.

**If you have any further enquiries which have not been answered in the above, please contact [info@clareclassic.com.au](mailto:info@clareclassic.com.au)**