



NOOSA CLASSIC POSTPONEMENT FREQUENTLY ASKED QUESTIONS

05 MAY 2020

What actions do I need to take for my Noosa Classic registration to transfer to 2021?

Your Noosa Classic registration will automatically transfer to the 2021 event, to be held on **15 August, 2021**. No further action is required.

I am unable to make the 2021 event, can I get a refund?

The deadline to submit a refund request was **11:59pm Sunday, 3 May 2020**.

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.

I submitted a refund request, when will I receive my refund?

Due to number of events cancelling amid the Covid19 pandemic, there has been an unprecedented number of refund requests through the GoFundraise platform. We anticipate refunds to be processed by **COB Friday, 15 May**. Once GoFundraise begin processing the Noosa Classic refunds you will be sent an email that will give you a more accurate idea of when to expect the funds to show in your account. We do appreciate your understanding as we work through these refunds.

Can I still order the 2020 Noosa Classic jersey?

We will not be sending out 2020 Noosa Classic jerseys. If you ordered and paid for a Noosa Classic jersey this will be refunded.

Can I transfer my registration to the Bowral Classic?

To make the process as quick and seamless as possible, we will not be offering transfers to the Bowral Classic. However, we would love you to support the event and the best way to do this is to register via the Bowral Classic website (www.bowralclassic.com.au). For a 10% discount, enter the code **NOOSA10** at the checkout.

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.

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.

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 several 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@noosaclassic.com.au