

# TOUR O THE BORDERS

POWERED BY



## FAQs Tour O The Borders 2022

### When will information about parking and camping be send out?

Details regarding official Tour O The Borders parking and camping facilities will be sent out no later than Friday 5<sup>th</sup> August 2022.

### When are all event details send out?

Detailed information about event (schedule), registration, timing, course, parking, camping, facilities and more will be sent out to you a week prior to the event.

### How can I contact the organiser with any questions?

[info@tourotheborders.com](mailto:info@tourotheborders.com)

### Can I cycle with friends?

Yes, as long as you all pop down the same estimated completion time on entry and enter the same group name in the SiEntries entry form. We will then do our best to allocate you to the same wave.

### Can I take part on an Ebike?

Ebikes, along with handcycles and tandems are all welcome. After booking your ticket, you can still change the type of bike that you'll be taking part on up until a week before the event.

### Is there minimum age requirements to enter the event?

All riders must be 16 years or older to take part in Tour O The Borders.

### What are my transport/parking options for getting to and from the event?

Parking details will follow in participant notes that will be issued prior to event.

### Can I change from non-postal to postal entry?

Yes, you can change this on your SiEntries account up until 17 July 2022.

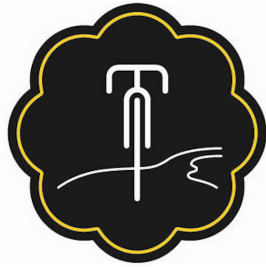
### Can I switch from the long to the short route or vice versa?

Yes, but please do so as soon as possible. You have the following options:

- Up until Sunday 28 August 2022, please email us at [info@tourotheborders.com](mailto:info@tourotheborders.com) and we will sort this for you.
- After the 28 August 2022, you need to speak to us at registration on Saturday 3 September or Sunday morning 4 September so we can change your details.
- If you decide to change the route during your ride, you need to inform the marshal situated at the route split.

### Can I transfer ticket to another name?

Yes, please get in touch at [info@tourotheborders.com](mailto:info@tourotheborders.com) to transfer your entry. There will be an admin charge of £10.00 per ticket. No transfers will be allowed after 5 August 2022.



# TOUR OF THE BORDERS

POWERED BY



## **When is registration?**

Registration will be open on Saturday the 3<sup>rd</sup> of September at Tweed Green in Peebles. If you wish to have your friend register on your behalf then this is possible, but they must your confirmation email and emergency contact details.

## **What's the refund policy?**

If for any reason you are unable to attend the event refunds will be available on request as follows:

2 months prior to event date | 75% refund

1- 2 months prior to event date | 50% refund

Less than 1 month prior to event date | No refund

If you're due to take part in an event but have been diagnosed with COVID-19, have symptoms or have been asked to self-isolate, you can submit a medical certificate and request a refund or transfer to another event for free (minus booking fee). Our normal terms and conditions apply for cancellations.

If the event has to be cancelled for reasons related to COVID-19, we'll automatically transfer your entry to the new date or you can apply for a full refund (minus the booking fee).

For safety reasons, NO rider may use another's rider's event number without the permission of the event organiser.