

### **HOW AND WHEN DO I GET FURTHER INFORMATION ABOUT THE EVENT?**

Make sure you are following us on [Instagram](#) and [Facebook](#) for all the latest news. We will send you all the specific event details in the form of Riders' Notes approximately one week before the event. This will include info on the final event schedule, registration, the course, facilities and much more.

### **CAN I RIDE WITH MY MATES?**

Yes! If you have entered unseeded, you can all register together and get timing stickers with the same times.

### **CAN I CHANGE FROM SEEDED TO UNSEDED AND VICE VERSA?**

Yes, you can do this yourself through SiEntries up to two weeks before the event. Log into your account, select the event and scroll down to just below your personal details, and you can change from seeded to unseeded and vice versa.

You cannot change this at registration.

### **CAN I USE MY E-BIKE ON PRACTICE DAY?**

No, it provides an unfair advantage to others. If you're entered into the e-bike category, you can of course practice on your e-bike.

### **WHAT IS THE ELEVATION AND HOW MANY STAGES ARE THERE?**

Course info will be announced in our Riders' Notes approximately one week before the event – so keep an eye on your inbox!

### **DO I HAVE TO BRING MY PRINTED TICKET TO THE EVENT?**

Nope! All you need to do is show us your email confirmation. We'd prefer if you didn't print it, every little counts.

### **CAN YOU RECOMMEND ANY ACCOMODATION?**

There are lots of fantastic places to stay in the Scottish Borders – check out a selection pulled together by our friends at [Go Tweed Valley](#).

### **WHAT ARE MY TRANSPORT/PARKING OPTIONS FOR GETTING TO AND FROM THE EVENT?**

Take a look [here](#) for information about trains and buses to our event locations. Parking details will follow in the Riders' Notes that will be issued approximately one week prior to the event. There is lots of free parking in the surrounding areas.

### **CAN I TRANSFER MY ENTRY TO ANOTHER PERSON?**

Yes, you can swap your entry to a different rider through SiEntries; follow these instructions and you can do so up to one month prior to the event. After this, you must contact [info@tweedlove.com](mailto:info@tweedlove.com) so we can transfer your entry and there will be a £10 admin charge per ticket transfer.

- Go to the **My Entries/Memberships** tab,
- Click **Edit** on the entry,
- Then **Edit/Substitute** on the entry you want to change,
- Then **Substitute**,
- You will need to click **Next**, tick the disclaimers again and **Save Entry** to confirm.

No transfers will be allowed from the Monday prior to the event.

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

### **TICKETS ARE SOLD OUT, IS THERE A WAITING LIST?**

Yes, we operate a waiting list which you can access through SiEntries. We normally post on our socials when a waiting list is opened.

### **WHAT'S THE REFUND POLICY?**

Important - we are now working with Booking Protect and all refund requests must go through them. Booking Protect is available for all the events within the Triple Crown Series and available at the time of ticket purchase. We highly recommend you add this option. Purchasing Booking Protect allows you to apply for a refund in case you are unable to attend due to unforeseen circumstances outside of your control. Please see the Booking Protect [terms and conditions](#) to find out if you are eligible for a refund. Please see the latest [coronavirus guidance](#) for how Booking Protect handle claims for Covid 19. Booking Protect ensures a fast, fair and transparent process for all customers. For more information and/or to apply for a refund please visit <https://bookingprotect.com/apply-for-a-refund/>

If you are unable to attend the event and did not purchase Refund Protect, no refund will be issued. You can transfer to the same event the following year up until 10 days before the event date and can do so by emailing [info@tweedlove.com](mailto:info@tweedlove.com)

### **ARE THERE MINIMUM AGE REQUIREMENTS TO ENTER THE EVENT?**

Yes - you must be 13 years old by December 31<sup>st</sup> 2023 to enter the Triple Crown Series. Racers under age of 16 must be signed on by their parent, or other legal guardian.

Parental permission forms will be sent in advance with participant notes prior to event. Please bring along a signed copy to Registration or email to [info@tweedlove.com](mailto:info@tweedlove.com)

### **WHAT IS THE OPEN CATEGORY?**

As of April 2022, British Cycling suspended their [Transgender and Non-Binary Participation Policy](#). Until they publish again in Spring 2023, we have chosen to create an Open category. This is for participants regardless of age, gender or other categorisations. If you are unsure what category to enter, please just get in touch.

### **WHAT IS A FEED STATION?**

This is where you can stop to grab some water and food. Our nutrition partner, [High5](#) provide the goods! Plus, cakes from local eateries in the Scottish Borders.

### **FANCY VOLUNTEERING? INTERESTED IN EVENT MANAGEMENT, INJURED OR HAVE A CHILD RACING?**

Why not volunteer with us? There's a lot of ways in which you help; we have roles in the office on the run up to events, course marking, event marshalling (this is the best seat in the house) and roles within the event village.

Sign up [here](#).

### **STILL CAN'T FIND WHAT YOU'RE LOOKING FOR?**

If you have specific questions about the event day and how it will work, you will receive Riders' Notes approximately one week before the event. If you still can't find what you're looking for - drop us a line at [info@tweedlove.com](mailto:info@tweedlove.com)