

### **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.

### **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](#).

### **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.

### **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

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

If for any reason you are unable to attend the event, refunds will be available upon request ([info@tweedlove.com](mailto:info@tweedlove.com)) as follows:

- Over 1 month prior to event date | 50% refund
- Less than 1 month prior to event date | No refund

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

Riders must be 16 or over by 30 April 2023.

### **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 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)