



### **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.

### **WHEN WILL INFORMATION ABOUT CAMPING AND PARKING BE SENT OUT?**

All participants can park at Glentress for the event and regular parking charges will apply. You will be charged £6 upon exit by Forestry Land Scotland. We will advise on camping facilities for the event as soon as possible.

### **CAN I USE MY E-BIKE?**

No, unfortunately, you can't take part on an e-bike.

### **IS THERE A MINIMUM AGE REQUIREMENT TO ENTER THE EVENT?**

Yes - you must be 14 years old on the day of the event - 24<sup>th</sup> August 2024 - to enter.

If you are entering a rider under 16 years, you confirm that you have seen and agreed to the [Parental Consent Terms here](#).

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

No, we'd prefer if you didn't print it, every little counts.

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

Yes, you can swap your entry to a different rider through SiEntries; follow the instructions below and you can do so up to two weeks prior to the event – 10<sup>th</sup> Aug 2024. After this, you must contact [info@tweedlove.com](mailto:info@tweedlove.com) for advice. Please note an admin charge may be issued for any changes.

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?**

This is important – SiEntries are now working with XCover and all refund requests **must** go through them. XCover is available at the time of ticket purchase; we highly recommend you add this option. Purchasing XCover 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 [XCover terms and conditions](#) to find out if you are eligible for a refund.

If you are unable to attend the event and did not purchase XCover, no refund will be issued. You can transfer to the same event the following year up until 28 days before the event date and can do so by emailing [info@tweedlove.com](mailto:info@tweedlove.com).

### **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 bakers 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](#).

### **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](#).

### **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)