

TweedLove Enjoyro 2024 FAQs

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! Just tell us at event registration and we'll give you the same start time.

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?

Parking and camping 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 the instructions below and you can do so up to two weeks prior to the event – 1st June 2024.

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.

CAN I DEFER MY ENTRY TO 2025?

Yes, you can defer your entry to 2025's event but only up to one month prior to this year's event.

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?

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.

ARE THERE MINIMUM AGE REQUIREMENTS TO ENTER THE EVENT?

Yes - you must be 12 years old by 15th June to enter the Enjoyro. If you are entering a rider under 16 years, you confirm that you have seen and agreed to the [Parental Consent Terms here](#).

Racers under age of 16 must be signed on by their parent, or other legal guardian.

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.