

## Top 10 RAGBRAI Registration Questions

### 10. How do I register a group online and add members?

We have step-by-step instructions for new users and returning users on our registration page. This will answer most of your questions about the online registration process.

- [Instructions for Returning Users](#) (\*Adobe Reader Required)
- [Instructions for New Users](#) (\*Adobe Reader Required)
- [Online Registration FAQ](#) (\*Adobe Reader Required)

9. **My registration has been processed. Can I still join a group?** Once your registration has been finalized (waiver and payment processed) we are unable to make any changes. Be sure when you send us your waiver and payment that this is how you want to register.

8. **Do I need a vehicle pass?** If you bring a vehicle on RAGBRAI, you will need a vehicle pass. The vehicle pass will permit your vehicle access into our campgrounds. Vehicle passes are \$35 for the week. They are available to groups of three or more and must be requested, by the Group Contact, when the group is submitted. Vehicle passes are not sold separately.

7. **Can I change my entry after I submit it?** After you have submitted your ride information, you are unable to change it. If you need to change anything, you can email us at [info@ragbrai.org](mailto:info@ragbrai.org) or call us at 515-284-8341. If you just need to change a jersey size, you can include a small note with your signed waiver. If you move after your registration has been finalized, email us with your new address so that we can update our shipping information. The wristband packets will be sent by UPS in June. If you are in a group, the packet will be sent to the group contact.

6. **Does everyone in my group need a signed waiver?** Yes, everyone registered in your group will need a signed waiver. This includes week-long riders, day riders, and non-riders. The waiver must have the original signature to be valid. Send all of the signed waivers together for your group.

5. **My registration has been processed but I cannot go on the ride. Can I get a refund?** You can request a refund until June 1 by emailing us at [info@ragbrai.org](mailto:info@ragbrai.org). There is a \$25 per person processing fee for refunds. You will receive your refund in the form of a check. After June 1, your registration is non-refundable.

4. **What are the deadlines?** The online registration and postmark deadlines are: April 1 for week-long riders and June 15 for day riders. No week-long rider registrations will be accepted after April 1. Lottery results are posted on May 1. The deadline to request a refund is June 1.

3. **I forgot my password.** If you are a returning user, go to <https://entries.ragbrai.org/recoverpass.php> and enter your Username and Email address.

2. **Do I get a refund if I'm not selected in the lottery?** Yes, you will receive a full refund in the form of a check if not chosen.

1. **What are my chances of being selected in the lottery?** It is a random lottery and all week-long riders who register correctly by the deadline are entered. We don't split up groups in the lottery. If one member is chosen, then the whole group is chosen. You will improve your chances by checking your entry before submitting it to be sure that it is correct and by sending us your signed waiver and payment before the deadline. Many people don't make the lottery because of incorrect entries. You will receive an automatic confirmation via email when your waiver and payment has been processed.

**We must have your signed waiver and payment in order to finalize your registration.**