

# 2010 Online Registration FAQ

## RAGBRAI XXXVIII, July 25-31, 2010

### Registration fees:

#### **\$140 for week long riders**

You must meet the April 1 postmark deadline to be eligible for the lottery. No week long rider registrations are accepted after this date.

#### **\$35 for week long non-riders**

Non-riders are support drivers, family or friends on ride but not riding, or children on ride but not riding. (We need signed liability waivers for non-riders.)

#### **\$35 for week long vehicle pass (available for groups of three or more)**

(Groups of three or more are a combination of riders and non-riders)

You must have a vehicle pass to be able to have a vehicle on the ride and to have access to the campgrounds. You must agree to follow the rules for support vehicles and follow the support vehicle route and not cross the bike route. You do not need a vehicle pass for long term parking at the beginning or end of the ride. Vehicle passes are not sold separate without a group. You must request your vehicle pass when registering your group. There are three different types of vehicle passes:

Large truck for a large rental truck that you will use to carry your gear

Bus/Rv for a RV or a bus

Other vehicle is for your personal vehicle (SUV, van, car, pickup, etc.)

#### **\$25 per day for one day rider wristband**

You will receive wristbands that are good only for day or days requested.

### Important Dates:

**November 15, 2009**---Registration is open for 2010 ride

Route will be announced on January 30, 2010.

**February 15, 2010**---**Deadline for paper applications.** If you choose to register with a paper application and not online, your entry form, signed waiver, and check must be postmarked by this date.

**April 1, 2010**---**Deadline for week long rider online registration.** Your signed waiver and payment (if paying by check) must be postmarked by this date to be eligible for the lottery. Any group with a week long rider must be postmarked by this date. No week long riders will be accepted after this date.

**May 1, 2010**---**Lottery results are posted.** Your wristband number will be emailed to you and the wristband packets will be sent in June.

**June 1, 2010**---**Deadline for requesting a refund.** You can request a refund minus a \$25 processing fee per person before the refund deadline of June 1. All refund requests must be made in writing by sending an email to us at [info@ragbrai.org](mailto:info@ragbrai.org), or by fax to 515-284-8138, or by letter received by deadline. Entry fees are non-refundable after June 1.

**June 15, 2010---**deadline for online day wristbands. Your signed waiver and payment (if paying by check) must be postmarked by this date. Your wristband packet will be sent to you by UPS before the ride.

**July 1, 2010- -**deadline for sending in transfer applications. After this date, you can bring us the transfer application and waiver on the ride at the RAGBRAI expo on Saturday, July 24. After that, you can bring it to us at the RAGBRAI merchandise trailer during the ride. We must have a transfer application and waiver on file for the transfer to be valid.

## Questions?

Email us at [info@ragbrai.org](mailto:info@ragbrai.org) if you have any questions or call us at 515-284-8341 or 1-800-474-3342.

### Waivers:

**We must have your signed waiver and your payment before your registration is complete and finalized.**

Everyone must have a signed waiver of liability. Week long riders, non-riders, and day riders will need a waiver. If the person is under the age of 18, the waiver will need to be signed by a parent. If you are a group contact, be sure that everyone in your group has a signed waiver before you send your group packet to us. The signed waiver must have the original signature on it (no faxes, scans, or copies with the signature). According to Iowa Law, we must have the original signature on the waiver that we have on file.

### Unique ID:

Your unique id is the first four letters of your last name, the first two letters of your first name (the name you listed on your registration), and your birth date.

Example: Bob Smith, 12-20-1960 would be SMITBO12201960

Robert Smith, 12-20-1960 would be SMITRO12201960

### Week long rider deadline:

For week long riders, if entering online we must have the signed waivers and payments sent to us with a postmark of no later than April 1 to be eligible for the lottery. (If entering with a paper application, the entry form, signed waiver, and payment must be postmarked by February 15.) After this date, your waiver and payment will be returned to you and you will not be in the lottery. No week long rider registrations are accepted after this date. We suggest that you try to get everything sent to us before this date so that if there are any problems, we can take care of them before the deadline. We must have a correct registration, signed waiver, and payment for your entry to be complete and entered in the lottery.

## **Payments:**

When you register online you can choose to pay by credit card or send us a check for your payment along with your waiver. If you pay by credit card, your card will not be charged until we receive and process the signed waiver or waivers (if you are the group contact). When your card is processed, it will be listed as "DM REG" on your credit card bill. If you are a group contact and are paying by check, send us only one check made out to "RAGBRAI" to cover the cost of the group. If you are a member of a group, you must pay the group contact.

## **RAGBRAI Lottery:**

To keep our ride safe, we limit the number of riders on RAGBRAI. We sometimes have more people registered than we have wristbands available. Because of this, we have a lottery system for the week long wristbands. You must have your online registration, signed waiver, and payment postmarked by the April 1 deadline. If entering with a paper application, you must have your entry form, signed waiver, and payment postmarked by February 15. If you do not make these deadlines, your registration will be returned and you will not be in the lottery. We will not be accepting any week long registrations after these dates. It is not on a first come basis and everyone who meets the deadline is entered in the lottery. We do not split up groups in the lottery. If one member of a group is selected, then the whole group is selected. The lottery results are posted on May 1. You will be sent an email with your wristband number. The group contact can go online and print their group summary with the wristband numbers for their group.

## **Vehicle Pass:**

**You will need a vehicle pass if you are bringing a vehicle on the ride.** Vehicle passes are available to groups of three or more (combination of riders and non-riders). The driver must be a registered member of your group. **You will need to request your vehicle pass when registering your group. Vehicle passes are not sold separately and can only be requested when registering a group.**

## **Day Passes:**

Day passes are not subject to the lottery. The deadline for online registration for day passes is June 15 (the signed waiver and payment if by check must be postmarked by this date). Any waivers and payments received after this date will be returned. Your wristband packet will be sent to you by UPS before the ride. After June 15, day wristbands can be purchased at the RAGBRAI expo on Saturday, July 24. After that, you can purchase them on the ride at the RAGBRAI merchandise trailer located in the main campground of the overnight towns from noon to 9pm. You can also purchase day wristbands at the RAGBRAI luggage truck in the main campground from 5:30 to 7:30 am but they only accept payment by cash or check. There are a limited supply of day wristbands and are sold based on availability.

## **Refunds:**

After your registration is finalized (waiver and payment are processed) and you are unable to make the ride, you can request a refund minus a \$25 per person processing fee. All refund requests must be made in writing by emailing us at [info@ragbrai.org](mailto:info@ragbrai.org), by fax, or by letter. We will process a refund and send you a check. The deadline for requesting a refund is June 1.

After the May 1 lottery results are posted, if you did not make the lottery you will receive a full refund. Contact us at [info@ragbrai.org](mailto:info@ragbrai.org) if you have any questions.

**Entry fees are non-refundable after June 1.**

## **Transfers:**

If you did not make the lottery, you can purchase wristbands from a second party. There are usually people who made the lottery but can not make the ride. You can check our RAGBRAI forum on our website. The transfer of money and wristband packet is between the two parties involved. There are 5 numbered items for a week long rider: rider wristband, bike band, luggage tag, license plate, and patch certificate. The wristband packets are sent to the original participant in June. To complete the transfer, the purchaser can go to our website and download the transfer application and send it to us. This will successfully transfer the wristband to the new participant. We must have a signed waiver and application on file for the new participant for the transfer to be valid.

## **Wristband Packets:**

Your wristband and jersey packet will be sent to you in June by UPS. It will be sent to the address listed on your registration (no PO Boxes, UPS only delivers to street addresses). Send us an email if you have an address change after your registration is finalized. UPS will email you your UPS tracking number so that you will be able to track your package. If you are a member of a group, your wristbands and jersey will be sent to the group contact. The group contact will distribute them to the group.

If you are a week long rider you will receive 5 numbered credentials with your rider number on them. They are: rider wristband, bike band, luggage tag, license plate, and patch certificate. You will also receive a RAGBRAI participant guide. Non-riders will receive a numbered wristband only. Day riders will receive a different colored, numbered wristband for each day selected, day bike band, blank luggage tag, and blank license plate. The group contact will also receive any vehicle passes requested and all jerseys ordered for the group. You will have a packing list included with your packet. Check your wristband packet when you receive it to be sure that everything is included. If anything is missing or not the correct numbers, contact us at [info@ragbrai.org](mailto:info@ragbrai.org) as soon as possible so that we can correct the problem.

## **Address Changes:**

Send us an email if you have an address change after your registration is finalized so that we can update our shipping information and send your wristband packet to your new address. If you are in a group, your wristbands will be sent to the group contact.

## **Official RAGBRAI Jersey:**

We would encourage you to order your official 2010 RAGBRAI jersey with your registration. You will be guaranteed your size (we have run out of some sizes in the past). You will receive the \$10 discount. Your jersey will be sent in June with your wristband packet (you won't have to pay for shipping).

## **Wristbands:**

You must wear your wristband on your wrist during the ride. This will identify you as a registered rider. Non-riders will need to wear their wristbands. Day riders will have a different wristband for each day. The wristband will entitle you to all the benefits of a registered participant including discounts for merchandise, food, bike repairs, showers, etc.

You will need to attach the bike band to the top tube of your bike. Your bike band must match your wristband number. This will identify that this is your bike. Day riders will receive a blank bike band to attach to their bikes so that our sag support will know that the bike belongs to a registered rider.

## **Patch Certificate:**

All week long riders will receive a numbered redeemable patch certificate with their wristband packet. You can redeem the certificate on the ride at the RAGBRAI merchandise trailer. If you are a registered rider and ride the Karras loop, you can pick up your Karras loop patch on the route that day.

## **Luggage Tags:**

You will receive a numbered luggage tag if you are a week long rider. If you use the RAGBRAI luggage truck to transport your gear, you will need to attach the luggage tag to your bag. Your luggage tag number must match your wristband number. When you pick up your bag, someone will check the luggage tag and your wristband. Day riders can also use the RAGBRAI luggage truck to carry their gear. They will receive a blank luggage tag and will write their name and wristband number on the tag.

## **License Plate:**

Week long riders will receive a numbered bike plate and day riders will receive a blank bike plate. You can write your name, hometown, group name, and number of RAGBRAIs and attach it to the back of your bike. This is a fun way to encourage conversation and introductions among the riders. We encourage you to carry with you your id, insurance card, list of allergies and medications, and emergency contact information.

## **Souvenir Packs:**

If you ordered a souvenir pack with your registration, you will be able to pick up your t-shirt at the RAGBRAI expo on Saturday, July 24 at the Des Moines Register booth. If you don't pick up your t-shirt at this time, it will be sent to you along with your newspaper package 4 to 6 weeks after the ride. Your poster will be mailed to you separately if you ordered the premium souvenir pack. It will be sent to you at the address listed on your registration.

## **Timeline for week long rider individuals for RAGBRAI:**

1. Register by the deadline (February 15 postmark for paper applications and April 1 postmark for online). No week long registrations are accepted after the deadline. You will be placed in the lottery.
2. The lottery results are posted on May 1. Your wristband number will be emailed to you.
3. If signing up for a charter service, you can sign up after you receive your wristband number.
4. Make travel arrangements and sign up for long term parking if needed. You can sign up for housing requests if needed.
5. The wristband and jersey packets are sent by UPS in June.
6. Bring your wristband packet with you and wear your wristband and attach your bike band. RAGBRAI expo is Saturday, July 24 and the ride begins on Sunday, July 25. Have fun!

## **Timeline for group contacts with week long riders:**

1. Register and begin group. Have your group members register and join your group and send their signed waivers and payments to you.
2. Close your group when all members are registered, request a vehicle pass if needed, and select your payment type. Send us all of the signed waivers for your group and one payment (if paying by check) in one packet by the deadline (February 15 postmark for paper applications and April 1 postmark for online registration).
3. The lottery results are posted on May 1. We do not split up groups in the lottery, if one member is chosen then the whole group is chosen. The group contact can print a list of the group with their wristband numbers. Group members should contact the group contact if they have a question.
4. Sign up for charter service or make housing requests if needed.
5. Make travel arrangements and sign up for long term parking if needed.
6. The wristband packet and jerseys will be sent to the group contact in June. Check your packet when you receive it to be sure that everything is correct and distribute to your group.
7. The RAGBRAI expo is Saturday, July 24 and the ride begins on Sunday, July 25. Have fun!

