

2011 Online Registration FAQ

RAGBRAI XXXIX, July 24-30, 2011

Registration fees:

\$150 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 the ride but not riding, or children on the ride but not riding. (We need signed liability waivers for non-riders.) Non-riders must be a member of a group. You can also purchase non-rider wristbands on the ride.

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

(Groups of three or more are a combination of riders, riders and non-riders, or 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. The group contact must request the vehicle pass when registering their 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 different colored, numbered wristbands that are good only for day or days requested.

Important Dates:

November 15, 2010---Registration is open for 2011 ride

January 29, 2011 --- Route Announcement Party in Des Moines

February 15, 2011---**Deadline for paper applications.** If you choose to register with a paper application and not online, your entry form, signed waiver, and check or money order must be postmarked by this date.

April 1, 2011---**Deadline for week-long rider online registration.** Your signed waiver and payment (if paying by check or money order) 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, 2011---**Lottery results are posted.** Your wristband number will be emailed to you and the wristband packets will be sent in June by UPS.

June 1, 2011---**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, or by fax to 515-284-8138, or by letter received by deadline. Entry fees are non-refundable after June 1.

June 15, 2011---deadline for online day wristbands. Your signed waiver and payment (if paying by check or money order) must be postmarked by this date. Your wristband packet will be sent to you by UPS before the ride. Day wristbands can be purchased on the ride based on availability.

July 1, 2011- -deadline for sending in transfer applications. You can transfer online and send us your signed waiver postmarked by this date. After this date, you can download the transfer application and waiver from our website and bring us the transfer application and waiver on the ride at the RAGBRAI Expo on Saturday, July 23. We must have a transfer application and waiver on file for the transfer to be valid.

Questions?

Email us at info@ragbrai.org if you have any questions or call us at 515-284-8341 or 1-800-474-3342 during business hours.

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 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). We must have the original signature on the waiver that we have on file to be valid. Waivers must be postmarked by the deadline to be accepted.**

Waivers for minors: There is an addendum to our standard waiver that must be read and signed by the parents of the participating minor. All registrations for participants who turn 18 after November 12, 2010 must have both the standard waiver and the addendum signed and in our office by the registration deadline in order to apply for wristbands.

Payments:

When you register online you can choose to pay by credit card or send us a check or money order for your payment along with your waiver. **You may choose to pay for your RAGBRAI registration with a credit card and under applicable credit card rules and regulations, your transaction will be billed to your account and payable at the time you submit your electronic entry. Your RAGBRAI application will not be accepted or complete, however, until your original, signed waiver is received and processed in the RAGBRAI office.** 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. Only individuals and group contacts have the option to pay by credit card online.

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

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. You will be sent an automatic email when your waiver and payment are processed. Check your registration and the "entry complete" box should be checked. If you have any questions, contact us before the deadline. RAGBRAI is not responsible for delayed, lost, or misplaced applications, waivers, or payments.

RAGBRAI Lottery:

To keep our ride safe, we limit the number of riders on RAGBRAI. We sometimes have more people registered than we have week-long wristbands available. Because of this, we have a random 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. Day riders are not subject to the lottery process.

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. The driver must be a registered member of your group. The group contact will need to request the vehicle pass when registering the group. Vehicle passes are not sold separately and can only be requested by the group contact 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 or money order 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 1, day wristbands can be purchased at the RAGBRAI Expo on Saturday, July 23. After that, you can purchase them on the ride at the RAGBRAI merchandise trailer located in the main campground of the overnight towns. 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. Day wristbands are \$25 per day. Non-rider wristbands can also be purchased on the ride for \$35 and are good for all week. You can download the application and waiver from our website to bring with you if you like. The person for whom the wristband is for will need to sign the waiver.

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, by fax, or by letter. 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 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 after May 1. 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 transfer online. They will still need to send us their signed waiver before the ride. 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. After July 1, you can download the transfer application and waiver from our website and turn it in to us on the ride.

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, blank 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 incorrect numbers, contact us at info@ragbrai.org as soon as possible so that we can correct the problem.

Lost Participant Wristband Packets

RAGBRAI is not responsible for lost, stolen or misplaced participant packets. All participant packets will be shipped via UPS in June to the address listed on your RAGBRAI profile if you are registered as an individual or to the address of the group contact if you are registered as a member of a group. (Please note all international participant packets will be held for pick-up at the RAGBRAI Expo.) RAGBRAI will provide each participant and/or group contact with a tracking number for their respective participant packet. The tracking number will be emailed to the email address on your profile on the date that the packet is shipped. Each individual participant and/or group contact is/are responsible for the receipt of the participant packet. If your packet has not been received and it has been determined that the packet was lost in transit, you will have until July 1 to notify the RAGBRAI office and to apply for a replacement packet that will be made available for pick-up at the RAGBRAI Expo. If your wristbands were damaged during the shipping process, please bring the damaged wristbands to the RAGBRAI Expo to request replacement wristbands.

Address Changes:

Send us an email, or update your profile online, 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. Souvenir packs will be sent to you after the ride.

Official RAGBRAI Jersey:

We would encourage you to order your official 2011 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). The 4XL jersey is only available from our RAGBRAI shop site and cannot be ordered with your registration.

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 numbered 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.

Be sure to bring your RAGBRAI wristband packet with you to the ride and to wear your wristband and attach your bike band to your bike.

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. **The patch certificate can only be redeemed on the ride and cannot be mailed to us.** If you are a registered rider and ride the Karras loop, you can pick up your Karras loop patch on the route that day (while supplies last).

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 to be sure they match. There are three spaces on the tag to enter a wristband number of someone else in your group so that they will be able to pick up your bag for you. 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 23 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.

Registration if from outside United States:

We have many people from other countries who participate in RAGBRAI every year. The registration process is the same. They can register with a paper application with the deadline of February 15 or they can register online for week-long riders with a deadline of April 1. **We will not send the wristband packet by UPS. We will hold the wristband packet for pick-up on the ride at the RAGBRAI Expo.** Contact us at info@ragbrai.org if you want to make other arrangements for your wristband packet or if you have any questions.

Profile Creation:

1. **Name:** Enter your name and your birth date. This will become your unique id.
2. **Email:** We communicate mainly by email. You will be sent an automatic email when your registration is entered, when your payment and waiver has been processed, when you are selected in the lottery with your wristband number, and when your wristband packet is sent by UPS with your tracking number. We will also email you with RAGBRAI updates.
3. **Username and password:** You will enter a username and password. You can use this username and password to log on to your RAGBRAI registration. The username and password are case sensitive. You can use the same username and password for the RAGBRAI forum and the RAGBRAI shop site but you will need to register for each site individually first.

Registration:

1. **Register as an individual, start a group and be the group contact, or join a group**
2. **Ride Information:** Register as a week-long rider for \$150, week-long non-rider for \$35, or select the days that you would like to receive a day wristband for \$25 per day.
3. **2011 Jersey:** You have the option to order your 2011 official RAGBRAI jersey with your registration for \$50 (a savings of \$10). It will be sent to you with your wristband packet in June. The 4XL jersey is not available with your registration and is only on the shop site.
4. **Souvenir Pack:** You have the option to order a RAGBRAI souvenir pack. It will be sent to you after the ride.
5. **Payment:** Select your payment type. Pay by credit card online or send a check or money order along with your waiver. **Only individuals and group contacts have the option to pay by credit card online.** Under applicable credit card rules and regulations, your transaction will be billed to your account and payable at the time you submit your electronic entry. Your RAGBRAI application will not be accepted or complete, however, until your original, signed waiver is received and processed in the RAGBRAI office. It will be listed as "DM Reg" on your credit card bill. If you are a member of a group, send your payment and signed waiver to the group contact as soon as possible.
6. **Billing and Shipping Address:** If you are paying with a credit card, you must enter the billing address associated with the credit card in order for the payment to be processed. The shipping address is the address where we will be sending your wristband packet by UPS in June. There are three spaces to enter your address. Include the business name if sent to work. Include apartment, lot, or suite number. UPS does not deliver to PO Boxes. If you are a member of a group, your wristband packet will be sent to the group contact. Your

souvenir pack will be sent to you after the ride. Email us at info@ragbrai.org if there are any changes on your profile after your registration has been finalized so we can update our shipping information.

7. **Waiver:** Download your waiver. We do not have electronic waivers so you must send us your signed waiver by the deadline. Sign your waiver with the same name on your registration. **We must have your original signature on the waiver to be valid. We do not accept faxed, copied, or scanned signatures.** If you are an individual, send us your signed waiver along with your payment if you are paying by check or money order. If you are a member of a group, send your payment and signed waiver directly to the group contact as soon as possible. If you are the group contact, send us all of the signed waivers for your group together along with one payment if you are paying by check or money order (or you can pay by credit card online when you close the group). **Waivers for minors:** If the person is under the age of 18 as of November 12, 2010, their waiver must be signed by the parents. The minor waiver will have a second page that the parents will sign.

We must have your registration, signed waiver, and payment for your registration to be valid. You should log on and check your registration before the deadline to be sure that it shows "entry complete". If you have any questions, contact us at info@ragbrai.org. RAGBRAI is not responsible for delayed, lost, or misplaced application forms, waivers, or payments.

Check our step-by-step instructions that we have listed on our registration page to answer any questions that you may have about the online registration process. If you still have questions, send us an email to info@ragbrai.org or call us at 515-284-8341 or 1-800-474-3342 between the hours of 8 and 4 (cst) Monday through Friday.

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, they must have 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 23 and the ride begins on Sunday, July 24. 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 vehicle passes if needed, and select your payment type. Send us all of the signed waivers for your group and one payment (if paying by check or money order) 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 any questions.
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. **Bring the wristband packet with you and wear your wristband and attach your bike band.** The RAGBRAI Expo is Saturday, July 23 and the ride begins on Sunday, July 24. Have fun!

Questions?

Email us at info@ragbrai.org
or call us during business hours at
515-284-8341 or 800-474-3342

**If you are a member of a group,
contact your group contact first
if you have any questions.**