

## Online Registration FAQ

**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.

**9. My individual registration has been processed. Can I still join a group?** Once your registration has been submitted, we are unable to make any changes. You will still be able to ride with the group but your registration cannot be moved.

**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 on the ride and you will have access to the RAGBRAI campgrounds with your vehicle. 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 entered your ride information and submitted your online waiver, you will not be able to change it. Take a few minutes to check your profile and entry before you submit it to be sure that everything is correct. Contact us at [info@ragbrai.org](mailto:info@ragbrai.org) if you have any questions.

**6. Does everyone need a waiver?** Yes, everyone over the age of 18 will be able to complete an electronic online waiver when they register. This includes weeklong riders, daily riders, and non-riders. Minors under the age of 18 when they register must download the two page minor waiver to be signed by the participant and their parents/guardians. You must send the original signed waiver to the RAGBRAI office to complete your registration. Minors will be red flagged in a group so that the group contact will know that a minor waiver is required.

**5. My registration has been processed but I cannot go on the ride. Can I get a refund?** You can request a refund until May 15 by emailing us at [info@ragbrai.org](mailto:info@ragbrai.org). There is a \$25 per person processing fee for refunds. Your refund will be sent to you in the form of a check. If you are a member of a group, you must contact the group contact and the group contact will request your refund. Many times they will know of someone looking to purchase a weeklong wristband. All registration fees are non-refundable after May 15.

**4. What are the deadlines?** The deadline is April 1 for weeklong riders. This includes any groups with weeklong riders. No weeklong rider registrations will be accepted after this date. Your entry must be complete with registration, waiver, and payment by this date to be included in the lottery. You can still register for day wristbands online until June 1. The lottery results for weeklong riders are posted on May 1. The deadline to request a refund is May 15.

**3. Can I submit more than one weeklong entry to help my chances of being selected in the lottery?** No. Duplicate entries will automatically disqualify you and your group from the lottery.

**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 weeklong riders who register correctly by the deadline are entered. It is not on a first come basis. We don't split up groups in the lottery. If one member is chosen, then the whole group is chosen. It is not 100% guaranteed that you will be selected in the lottery but you will improve your chances by checking your entry before submitting it to be sure that it is correct and by entering a correct registration, waiver, and payment by the deadline. Many people don't make the lottery because of incorrect or late entries.