



RAGBRAI® XLVIII FAQ

*Updated April 20, 2020

GENERAL QUESTIONS:

Will next year be RAGBRAI XLVIII or RAGBRAI XLIX?

Next year we will celebrate RAGBRAI XLVIII from Sunday, July 25 – Saturday, July 31, 2021.

What are the dates of the 2021 ride?

RAGBRAI XLVIII will be held Sunday, July 25 - Saturday, July 31. The RAGBRAI Expo will be held on Saturday, July 24, 2021 in Le Mars, Iowa from 12pm-9pm.

Will the route be the same in 2021?

Yes, RAGBRAI XLVIII will follow the same route. As with any year the full route is subject to change based on road closures and construction. The full route will be released in 2021.

If I requested a refund prior to the April 15 announcement can I request my processing fee back?

Unfortunately, any refund requested prior to cancellation is subject to a \$25 processing fee per our refund policy.

I've registered for 2020 but haven't paid, can I be transferred to 2021?

If you've registered and haven't paid you have until May 01, 2020 to pay in full. Anyone who pays in full between April 15 and May 01 will automatically be transferred to 2021. No further action is necessary.

If you aren't sure if you have paid, please check your RAGBRAI.com account or email info@ragbrai.com.

When will registration open for the 2021 ride?

Registration for RAGBRAI XLVIII will open on November 15, 2020.

Once registration opens for 2021 will I be able to make changes to my registration?

Yes, if you need to make changes to your registration you will be able to make changes once registration reopens and will be subject to any policy or refund deadlines set forth at that time.

Note that any refund requests received after June 01, 2020 for RAGBRAI XLVIII will be subject to the \$25 processing fee per our refund policy.



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TRANSFER QUESTIONS:

I want to transfer my registration to 2021, what should I do?

All registered riders who have paid should fill out this [<FORM>](#) to confirm their preference for the 2021 ride. Rider who transfer their registration will receive an email confirmation in June 2020 with a \$15 merchandise voucher that is good through December 31, 2020.

Any registered rider who does not complete the form by June 01, 2020 will automatically be transferred to 2021 and not eligible for a full refund.

If I transfer will I be subject to the lottery in 2021?

No. Anyone who is transferred from the 2020 ride to 2021 ride will not be subject to the lottery.

If I can't attend can I transfer my registration to someone else?

Yes. You will be able to transfer your wristband and bike band to another rider however you will need to wait until 2021 registration is closed.

Will my vehicle registration be transferred to 2021?

Yes. If you've registered a vehicle and want to transfer it, please specify that when filling out this [<FORM>](#). You must request the transfer by June 01, 2020 to avoid the \$25 processing fee.

REFUND QUESTIONS:

If you are unable to attend in 2021 or would prefer a refund you will be issued a full refund of your registration if the form is submitted by June 01, 2020. Refund requests submitted after June 01, 2020 will be subject to the normal \$25 processing fee.

What is your refund process?

Requests are processed multiple times throughout the week. Checks are cut for all refund requests and mailed to address on file. You should expect your check to arrive two weeks after your request date.

If you have any issues or don't receive your check after two weeks please email, info@ragbrai.com.

If I am an individual rider and want a refund what should I do?



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To request a full refund please fill out this [<FORM>](#) by June 01, 2020. Refund requests submitted after June 01, 2020 will be subject to the normal \$25 processing fee.

If I am in a group that registers as group pay and want a refund what should I do?

Group leaders whose teams are set-up as group pay must submit their refund requests at one time by filling out this [<FORM>](#) and selecting “group” where applicable. Refund requests submitted after June 01, 2020 will be subject to the normal \$25 processing fee.

If you aren’t sure how your group is set-up check with your group leader or email us at info@ragbrai.com

If I am in a group that registers as individual pay and want a refund what should I do?

You will follow the same process as an individual rider and fill out this [<FORM>](#) by June 01, 2020. Refund requests submitted after June 01, 2020 will be subject to the normal \$25 processing fee.

If you aren’t sure how your group is set-up check with your group leader or email us at info@ragbrai.com

Will my vehicle registration be refunded with my registration?

Yes. If you’ve registered a vehicle and want refund, please specify that when filling out this [<FORM>](#). You must request the refund by June 01, 2020 to avoid the \$25 processing fee.

I’ve registered a minor. Can I request their refund?

Yes. To request a full refund for a minor please check the appropriate box on this [<FORM>](#) by June 01, 2020. Refund requests submitted after June 01, 2020 will be subject to the normal \$25 processing fee.

MERCHANDISE QUESTIONS:

What happens to the merchandise that I ordered with my registration?

If you ordered a **sleeved jersey, sleeveless jersey, Gemini tank, shorts, or bibs** your order will ship in mid-June 2020 same as before. A confirmation email will be sent when your items are shipped.

If you ordered the **basic souvenir pack** or **premium souvenir pack**, your order will be shipped in mid-June 2021 ahead of the 2021 ride.



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Can I request a refund of my merchandise order?

Yes. If you would like a refund of the merchandise you pre-ordered with your registration you can specify that when filling out this [<FORM>](#). You must request the refund by June 01, 2020 to avoid the \$25 processing fee.

RAGBRAI EXPO:

I want to transfer my Expo submission to 2021, what should I do?

Please contact Ella Rash at erash@ragbrai.com to confirm you 2021 placement.

If I would like a refund for the Expo what should I do?

To request a full refund please email Ella Rash at erash@ragbrai.com by June 01, 2020. Refund requests submitted after June 01, 2020 will be subject to our normal \$25 processing fee.

I've submitted my 2020 Expo participation form but haven't paid, can I be transferred to 2021?

If you've registered and haven't paid please contact Ella Rash at erash@ragbrai.com to coordinate 2021 payment.

I have already submitted an ad for the printed program. Will I be able to re-submit for 2021?

Yes, we will release a new deadline for new ads to be included in the 2021 printed program.