



## REFUNDS IN THE COVID-19 ENVIRONMENT

Updated: 14 Jan 2021

We're as excited as you are to be on our bikes and travelling to some of Australia's most iconic destinations for our bike riding events!

However, we also understand there is some apprehension around purchasing ride entries, given the uncertainty we've all faced within the COVID-19 environment.

With this in mind, we've updated our refund policy to support some possible scenarios based on past and current Government restrictions.

In essence, if COVID-19 related restrictions prevent the event from proceeding, you from attending or require you to quarantine to attend, then you'll be able to transfer your entry to a future event or take a full refund. Here's the nitty-gritty of it:

### For Events located within Victoria

- *What if Government restrictions prevent the event from proceeding?*

If Victorian or Federal restrictions mean the Event needs to be rescheduled or cancelled prior to commencing, riders will have the option to transfer their entry credit to the rescheduled event, another Bicycle Network event (within 12 months) or take a full refund.

- *I'm a Victorian resident. What if the event proceeds but Government restrictions prevent me from attending?*

If your postcode is subject to restrictions specifically preventing you from travelling to the scheduled event, we'll allow you to transfer your entry credit to another Bicycle Network event (within 12 months) or take a full refund.

- *I'm an Interstate resident. What if I am travelling from a designated red or orange zone under the [Victorian Travel Permit System](#).*

If at the time of the event, or other date designated by Bicycle Network, such as a balance payment due date, and you are from a designated red or orange zone (and don't wish you quarantine), we'll allow you to transfer your entry credit to another Bicycle Network event (within 12 months) or take a full refund.

### For Events located in NSW or the NT

- *What if Government restrictions prevent the event from proceeding?*

If restrictions from either the host state, Victorian or Federal government mean that Bicycle Network needs to reschedule or cancel an event located outside of Victoria prior to it commencing, riders will have the option to transfer their



entry to the rescheduled event, another Bicycle Network event (within 12 months) or take a full refund.

- *I'll be travelling from Interstate to get to an Event in NSW or the NT. What if the event proceeds but Government restrictions prevent me from attending?*

If your postcode is subject to restrictions specifically preventing you from travelling to the scheduled event (or require a quarantine period), we'll allow you to transfer your entry to another Bicycle Network event (within 12 months) or take a full refund.

### **All Events (regardless of location)**

*What if I can't attend the event due to personal, medical or reasons other than COVID-19 restrictions?*

For all other circumstances that mean you can't attend the event, our standard refund policy applies, which is outlined in the Terms and Conditions of each Event.

As always, Bicycle Network strongly recommends all riders carry travel insurance or Bicycle Network membership, which does include some cover for this (see policy for full details).

Of course, as restrictions and recommendations remain so dynamic, we will too and promise to keep you posted if Government policies require an update or change to this policy.