



FAQs

MILTON KEYNES BIKE RIDE



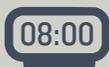
When is the event?

Sunday 8th July 2018



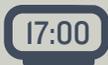
Where is the event?

Willen Lake, Milton Keynes, MK15 0DS. The event will start and finish here.



What time does the event start?

The Off-Road event will start between 8am and 9am and the on-road event between 9.15am and 10.15am. Riders will be let off in small groups every 10 minutes after a short safety briefing. There will be no allocated times, as soon as you feel ready to go, line up at the start line. Riders must start by **10:15am**.



What time does the event finish?

All riders must be back by 5pm. This event is not a race, so please take your time, enjoy the views and stop at the designated rest stops. Sweepers will be positioned behind the last riders, and will take down signs as they follow, so remember to stay ahead.



Do I need to register in the morning?

If you have already signed up before the day and received your welcome pack/riding pack then you will not need to sign in. Just get ready, make sure your number is visible on both yourself and your bike, and prepare to ride!

303

What if I forget my rider number/don't receive my pack in time?

First step – don't panic! You will still be able to take part!

If you forget your number or you haven't received your pack in time, please head to the registration area in the morning. A member of the events team will simply check you off the list and provide you with a new rider number.



Will there be parking?

Yes – there is pay and display parking at Willen Lake; charges apply.



Are there any train stations close by?

The nearest station is Milton Keynes Central which is 4 miles away.



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Are the BHF putting on any transport?

No transport will be put on for this event.



Do I need to wear a helmet?

Yes – helmets must be worn at all times throughout the route.



Are there any age restrictions?

On-road riders must be aged 14 and above and Off-road riders must be aged 16 and above. Children 14-17 years old must have parental/guardian consent and must be accompanied by a participating parent/guardian on the ride. Friends and family are encouraged at the event site for the day to cheer you on!



This is my first BHF event – what support can I expect?

The whole route will be fully signed for you before the event starts and we will have sweeper cyclists who will stay behind the last riders, making sure that no-one is left behind or goes off course. We will also give you access to a ride control number in case you have any problems on the course throughout the day.

Throughout the route you will have access to a first aid team, a bike mechanic, toilets and water. There will be designated rest stops where you will also get free small snacks and there will be caterers where you can purchase food/drinks.

If, at any point on the ride, you feel like you can't continue, we will also have support vehicles that can collect you and take you back to the finish site.



Will I get anything when I finish?

When you cross the finish line you will receive a well-earned medal, ready to show off your achievements! You will also get free water and there will be caterers on site for you to purchase food and drinks.



Will I get a t-shirt?

No – this event does not have any specific merchandise. You can purchase a BHF t-shirt or other items on our online shop <https://giftshop.bhf.org.uk/events>



I can't make the event – can I get a refund?

As per our terms and conditions, we are unable to refund your registration. You may have the option to defer your place or transfer your place (see below).



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Can I transfer my place?

Yes – you can transfer your event place to someone else, however you must contact our customer service team and inform them of this. They will update your record. If you want to swap your place with someone else, you will need to contact the customer service team who will ask your replacement to fill out a registration form, so that we have the details of everyone riding. They will not need to pay for this place, as they are taking yours. Please email events@bhf.org.uk or call **0300 330 3322**.



Do I have to fundraise? Won't my registration fee be enough?

Unfortunately your registration fee only covers the cost to put this event on, but any fundraising you can do will go directly into funding life saving research. For this event, we are asking participants to aim to raise £100.00. We understand that this is a big commitment but we will support you and help with any fundraising advice you want or need. Please contact events@bhf.org.uk for any questions about this and a member of the team will happily assist.



Do I need to raise all of this before the event?

No – you can continue to fundraise after the event (show people your medal selfie and get a few extra pounds!) for approximately 6 weeks. We will then send you a gentle reminder to send your sponsorship in.



How can I pay my sponsorship in?

There are several ways to send in your fundraising:

Online Sponsorship

If you have set up a Just Giving or Virgin Money account then you will not have to do anything, all online donations will come through to us so sit back and relax!

Off-Line Sponsorship

You can send in any sponsorship to our Customer Service Centre (2096 Coventry Road, Sheldon, Birmingham B26 3YU) or if you can make a payment over the phone by calling **0300 330 3322**.

**Thank you so much for signing up and joining the fight for every heartbeat.
We hope you enjoy the event – see you soon!**