



FAQs

SOUTH DOWNS WAY OFF-ROAD BIKE RIDE 2018

Event Details



When is the event?

Saturday 14th July 2018



Where is the event?

The ride starts at Chilcomb Sports Ground Petersfield Road (A31), Winchester SO21 1HU and finishes at Western Lawns, King Edwards Parade, Eastbourne, BN21 4EQ



Where can I find up to date event information?

Our website will have the most up to date information, please remember to check this page leading up to event day. We will also post information on our Facebook event page remember to sign up to the event on social media.



Are there any age restrictions?

Riders must be 18 and over to take part due to the nature of off-road riding. Some experience in riding is necessary. If you have any questions regarding this restriction please email events@bhf.org.uk



What bike should I use?

Mountain Bikes ✓ Hybrid/Cyclocross ✓

Please note that a cyclocross bike is fine to use if the weather has been dry leading up to the event, otherwise this will be unsuitable.

This is an off-road ride, so road bikes will not be suitable.



Do I need to wear a helmet?

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



Do I need any special equipment or clothing to take part?

You do not need anything out of the ordinary to take part; however we have put together a recommend kit list which is available on our website.

We also recommend packing bike lights due to early start and decreased visibility during the later hours of the ride.



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Will the route be suitable for me?

This 100 mile route is varied; you'll be faced with a number of different elements of mountain biking including tough climbs, steep descents, chalky surfaces, dirt trails and some forest paths. Some experience in riding is necessary. Please download the 2018 route and GPX file available on the event webpage. You will be given a route map before you start the ride too.



Can I take part in a wheelchair?

The terrain is not suitable for wheelchair users.



I don't want to take part; can I support the event as a volunteer?

Yes, we are always looking for volunteers to help at our events and would love to have you on the team. Please email eventsvolunteering@bhf.org.uk and a member of the team will provide you with the relevant information.



I can no longer 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).



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. Please email events@bhf.org.uk or call 0300 330 3322.

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.



What time does the event start?

The event will start at 4.30am. Riders will be let off in small groups every 5 minutes, after a short safety briefing. There will be no allocated start times, as soon as you feel ready to go, get into the next group being briefed and then you can go.

Riders will have until 5.45am to leave.

Please note given the popularity and size of the event – queuing to start may be inevitable. Please be prepared for this.



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Can I start before the official event time?

No – we will not let any riders through before 4.30am.



What time does the event finish at?

All riders must be back by 9.00pm.

This event is not a race, so please take your time, enjoy the views and stop at the designated rest stops

There will be cut off times at each checkpoint which will be detailed on our website. Sweepers will be positioned behind the last riders, and will take down signs as they follow, so please be aware of this.



What if I don't make the cut off times?

If you do not think you will get to the rest stops/finish by the cut off times, we will have dedicated support drivers who will either take you further along the route, or drop you at the finish line. In some circumstances they will drop you at the closest train station, depending on where you are along the route.

Please note, if you choose to continue after these cut off times you will be doing so without any of the support of the BHF as signs will be taken down and rest stops packed down when the sweeper vehicle has passed.



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. Please just get ready, making sure your number is visible on both yourself and your bike –and get ready to ride!

There will be an information tent at the start which will be open from 4.00am if you have any questions about the day, or need anything.

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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!



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Will there be free parking?

At the start - There will be free parking available at Chilcomb Sports Ground until 7am. At the finish - There will be no free parking available at Western Lawns. There are plenty of pay and display car parks, or on the street located in and around Eastbourne for you to use.

For more information for longer parking at both sites, please look on our webpage under the "location and travel" tab.



Is there public transport available?

There is a train station at Winchester which is a short ride from the start. The finish site is 1 mile away from Eastbourne train station.

The rail company that serves this station is aware of the event. We strongly recommend planning your journey in advance of the day and ensure you've consulted the relevant train company's bike policy.



Are the BHF putting on any transport?

Yes, this year we will be putting on a very limited service in the afternoon before the event. Travel tickets cost £34.00 per ticket. You can purchase multiple tickets. Please look on our website and Travel FAQs for more information.



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

Throughout the route you will have access to a first aid team, a bike mechanic, toilets and water. The route will be fully signed and there will be sweeper riders behind you, making sure that you don't get lost! We will also give you access to a ride control number in case you have any problems on the course throughout the day.

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.

Closer to the event, we will publish all of the contact details for services on the day.



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How many checkpoints are there?

There are 8 main Checkpoints along the route; each will have free water. Further information on food is detailed below:

Checkpoint 1: Café with food to buy – hot breakfast rolls, flapjack bars

Checkpoint 2: Small free snacks

Checkpoint 3: Café with food to buy – hot and cold food, and drinks.

Checkpoint 4: Small free snacks

Checkpoint 5: Caterer with food and drink to buy

Checkpoint 6: Small free snacks

Checkpoint 7: Small free snacks, Café open until 4pm

Checkpoint 8: Small free snacks

Please remember to bring cash. We will update our website with further details of all food available including nutritional extras.



Will I need to pay for any mechanical support?

There are mechanics at each rest stop that will check over your bike and fix minor repairs for free. For any large mechanical repairs that require parts, you will need to pay.



What will be available at the finish?

The finish site will be a waiting to cheer you in, with a number of different things such as:

- Catering
- Sports massage
- Bike Wash Station
- Toilets
- Beer Tent

(Please note, some of these you will need to pay for so please bring cash)



Will I get a medal?

Yes, we will greet you through the finish line and present your medal to you.



Will I get a free t-shirt?

No – there is general merchandise you can purchase, and these can be found on our website.

You can also purchase a BHF t-shirt or other items on our online shop - giftshop.bhf.org.uk/events



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How can I pay on the day?

Any payments made on the day will be cash only.



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 lifesaving research. For this event, we are asking participants to try to raise at least £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 0322.