



COLDWELL BANKER
DENVER
CENTURY RIDE
Presented By **BANK OF AMERICA**

2020 COVID-19 Response FAQ

General Questions:

- **Why was the 2020 Denver Century Ride (DCR) postponed?**
 - Due to social distancing and limited group gatherings that are still in place in Denver, we did not feel it was prudent to continue to plan a large group gathering in June. The health and safety of our participants, staff, and volunteers, is always our top priority and out of an overabundance of caution, we postponed the Ride to Sept. 12, 2020. We will be consulting with federal guidelines and local authorities leading into our event and taking appropriate actions to keep you, our cyclist the safest.

- **Why did you choose September 12, 2020?**
 - When selecting a new date for the Denver Century Ride, we wanted to make sure we chose a date that would allow the most time possible for the negative impacts of COVID-19 to plateau, as well as to provide more time for local health and government officials to establish clear safe guidelines for group gatherings. We have also been in consultation with the leadership of other cycling events across the state to be sure we were not going to be on top of each other. Additionally, we felt this mid-September timeframe was likely to provide great cycling weather.

- **How will the rescheduled ride be different from what we have come to expect from year's past?**
 - We are working on various health related protocols and procedures for the safety and wellness of our cyclists, volunteers, staff and other partners from start to finish including:
 - Courses will open later in the morning as the sun is not scheduled to rise until 6:39a on Sept. 12, 2020.
 - **No "Wave Starts" in 2020** – Instead of cyclists starting in a large group all at once, we plan to implement "Departure Windows" to limit in-person interactions at the Start line. This means that ***cyclists may begin the Ride at any time during the designated departure time frame for your selected distance.*** This "staggered" approach allows for greater natural

social distancing throughout the day along the courses, at aid stations and at the Finish line.

- **Use of Protective Gear** – All staff and volunteers will be provided with face coverings and latex gloves to wear at the event. Additionally, cyclists are encouraged to wear a mask throughout the ride and required to wear masks while in the start/finish area and at aid stations.
 - **Online Registration Only/No Walk-Up Registration** - To minimize in person interactions, ***we are eliminating walk-up registration and will only offer online registration in 2020.*** All cyclists must register at www.DenverCenturyRide.com **before September 9, 2020 at 11:59 p.m.** If you have friends/family members waiting to register, please take note of this change!
 - **Packet Pick Up** – Adjusted packet pick up area at our Ride HQ at The Shops at Northfield Stapleton, to reflect social distancing guidelines in place, that will mimic retail store protocols applicable in Sept. 2020. To avoid crowding and wait lines, we strongly encourage cyclists to pick up bib(s), helmet stickers, goody bags and merchandise prior to ride day during one of these **expanded pick-up times** listed below:
 - Thursday, September 10th: 1:00 p.m. – 8:00 p.m.
 - Friday, September 11th: 1:00 p.m. – 8:00 p.m.
 - RIDE DAY- Saturday, September 12th: Beginning at 5:30 a.m.
 - **Hand Washing Stations** – We will provide hand sanitizer and hand washing stations at the Start/Finish area and all Aid Stations/Water Stops.
 - **Strict Food Service Sanitation Protocols** – We are making arrangements to provide aid station food and hydration, as well as the post ride meals safely and according to updated health guidelines as of September 2020. We will send more details to all cyclist as final plans are set.
- **Where will the Start/Finish line be?**
 - The Start/Finish line will be at the same location in front of Macy’s at The Shops of Northfield Stapleton.
 - **Have the courses changed?**
 - No, all five courses will be the same as currently listed on the website, unless there is construction/cause to redirect along any of the routes closer to ride day as determined by our Ride Director.

- **Why didn't you just cancel the 2020 DCR?**
 - First, throughout the pandemic shutdown in Colorado, cycling has remained an approved and recommended activity to maintain personal health and exercise. To support that, cycling shops have remained open as an “essential business.” Our bike partners reported *increases* in bike and part sales as compared to the same time period last year. Cycling is up around the State and as the Denver Century Ride is an urban ride, designed to showcase bikeable streets and trails around Denver, we feel we have an important role to play in the cycling community. Second, the Denver Century Ride is a key fundraising event for Bicycle Colorado, the state's principal cycling advocate. Finally, we feel that cyclists will be ready to get out and enjoy “getting back to normal” to the best that the current situation allows.

- **Would you cancel the event if Colorado is not ready for large outdoor events?**
 - If the State of Colorado, or City of Denver has restrictions in place that would not allow us to gather we will honor that mandate and would have no choice but to cancel the event outright. However, we are working diligently with state and city leaders to create an event plan that honors any social distancing regulations and most importantly keeps our cycling community safe.

- **How do you plan to start the waves while social distancing is in effect?**
 - We have moved to Departure Windows vs. wave starts. Instead of cyclists starting all at once, we plan to implement “Departure Windows” to limit in-person interactions at the Start line. This means that ***cyclists may begin the Ride at any time during the designated departure time frame for your selected distance.*** This “staggered” approach allows for greater natural social distancing throughout the day along the courses, at aid stations and at the Finish line.

 - **NEW Departure Window times:**
 - 100 & 85 Mile Rides: Depart anytime between 6:30 a.m. – 7:15 a.m.
 - 50 Mile Ride: Depart anytime between 7:25 a.m. – 8:10 a.m.
 - 25 Mile Ride: Depart anytime between 8:20 a.m. – 8:50 a.m.
 - 10 Mile Ride: Depart anytime between 9:00 a.m. – 9:30 a.m.

- **Will I have to wear a mask while I ride?**
 - We will follow public health advise in place at the time of the Ride. At this time, cyclists are encouraged to wear a mask while cycling and required to wear masks while in the start/finish area and at aid stations.

- **Will event staff wear masks?**
 - All staff and volunteers will be provided with face coverings during the event and latex gloves if serving food or beverage or as required.
- **Will you provide masks for all cyclists?**
 - No, cyclists are responsible to provide their own masks. We are working with our official outfitter, Primal on offering masks that would be more suitable for athletic use. We plan to have masks available for purchase online and onsite.
- **Will there be increased first aid stations?**
 - The number of aid stations will stay the same as in past years and are located at the Start/Finish as well as every 15 to 18 miles along the courses.
 - With respect to COVID-19 preparedness, we have established a medical advisory council comprised of Emergency Physicians at Denver Health, who will review and advise us on our protocols and procedures.
- **Will there be temperature checks?**
 - No, we do not plan on implementing this at this time, however, will follow guidance from local and state officials. We ask that any cyclist not feeling well the day of the ride to please stay home.

Registration

- **I have already registered and want to ride on the new date Sept. 12, what's next?**
 - If you are good with this new date, there is nothing else you need to do. Your registration will automatically forward. We will also convert your wave time to the new departure window for your selected distance.
- **If I can't ride on that date, can I transfer my registration to someone else?**
 - Yes, you may transfer your registration to another person for the 2020 ride.
 - **Follow these steps to TRANSFER your registration to someone else:**
 1. Go to: https://www.imathlete.com/events/EditReg/EditReg_EditRegistration.aspx
 2. Enter your Confirmation Code (found on your confirmation receipt)
 3. Select the TRANSFER Option and enter in the name/email and address of the person you wish to Transfer your registration to. Once you click 'Submit' your registration will be canceled from the system.

4. The new registrant will receive an automated transfer email from imAthlete containing an invitation code that they can use to register.

**NOTE: Ride Transfer will need to be for the same ride distance for which you signed up.*

5. Any payment/compensation is between you and the transferee and is not the responsibility of the Denver Century Ride or imAthlete.

- **I can't ride on September 12, 2020. Can I get a refund?**

- We recognized the financial hardship that COVID-19 has created for all of us. As stated in your registration acknowledgements, and as has been the case since our inception, we are not able to offer refunds. The Denver Century Ride is a small business and our team has been working on the 2020 Ride for more than ten months. Many of our 2020 event costs have already been incurred including graphic design, advertising & marketing, insurance, municipal permits, contractors, merchandise orders, equipment purchases and storage, event supplies and more. Further, we are a key fundraising event for Bicycle Colorado, the state's principal cycling advocate. We ask for your understanding that the Denver Century Ride would not be able to continue if we revised this policy and want to express our appreciation for your support of our ability to continue producing Denver's only urban century cycling experience.

- **I ordered merchandise but can't ride on the new date. How can I get it?**

- Any 2020 merchandise you have ordered will be available for pick-up at The Shops at Northfield Stapleton during the expanded onsite pick-up times listed below:
 - Thursday, September 10th: 1:00 p.m. – 8:00 p.m.
 - Friday, September 11th: 1:00 p.m. – 8:00 p.m.
 - RIDE DAY- Saturday, September 12th: Beginning at 5:30 a.m.
- If you can't pick your merchandise up onsite at the 2020 Denver Century Ride on September 12, 2020 we are happy to send you your merchandise for a small shipping and handling fee. You are able to opt for your items to be shipped to you at the following link and enter your desired shipping address. This is a one-time flat fee for your merchandise and is the same fee whether you ordered 1 item or 3 items. Please only select a quantity of 1 when checking out, the flat fee is \$6.50. All merchandise will be sent to you by the end of September 2020. Go to:
<https://checkout.square.site/buy/WD6FJKYQK6ELLRCS6Q7CNRRJ> to set this up.

Packet Pickup

- **Do I still need to pick up my packet in person or can it be mailed?**

- Packets can't be mailed and need to be picked up at registration booth at The Shops at Northfield Stapleton during these expanded packet pick up hours:
 - Thursday, September 10th: 1:00 p.m. – 8:00 p.m.
 - Friday, September 11th: 1:00 p.m. – 8:00 p.m.
 - RIDE DAY- Saturday, September 12th: Beginning at 5:30 a.m.
- **Where will packet pick-up be located?**
 - At the Ride HQ on Main Street at The Shops at Northfield Stapleton.
- **Can someone else pick up my packet?**
 - Due to social distancing we encourage people to pick up bibs for family and friends but you MUST have their ID or a picture of their ID, and an email from them saying that you have permission to pick up their bib and other items.
- **When can I pick up my packet and merchandise?**
 - Thursday, September 10th: 1:00 p.m. – 8:00 p.m.
 - Friday, September 11th: 1:00 p.m. – 8:00 p.m.
 - RIDE DAY- Saturday, September 12th: Beginning at 5:30 a.m.

Courses/ Aid Stations

- **Are all the courses the same as planned?**
 - Yes, all five courses are the same as currently posted on our website, unless there is construction/cause to redirect along any of the routes closer to ride day as determined by our Ride Director.
- **Will there be sanitizing items/handwashing stations available?**
 - Yes, we will provide hand sanitizer and hand washing stations at the Start/Finish area and all Aid Stations/Water Stops.
- **How will food be served safely within sanitary guidelines?**
 - We are making arrangements to provide aid station food and hydration, as well as the post ride meals safely and according to updated health guidelines as of September 2020. We will send more details to all cyclist as final plans are set.
- **Will I be able to re-fill my own water bottle at each aid station?**
 - No. At this time, we plan to have gloved volunteers carefully fill water bottles for cyclists. We are making arrangements to provide aid station hydration safely and according to updated health guidelines as of September 2020. We will send more details to all cyclist as final plans are set.
- **Will a bucket of ice water still be available at the aid stations to help me cool off?**

- No. Unfortunately, this is not feasible for 2020 due to the increased health concerns related to the global pandemic.

Post Ride Street Party

- **Will there be a post ride party?**
 - We will celebrate every cyclist that crosses the finish line. We are still planning to host the lifestyle expo, serve food and beverage and have a place to rest and relax however it may look and feel different based on the impacts of COVID-19.
- **How will food and beverage be served safely following sanitary guidelines?**
 - We are making arrangements to provide aid station food and hydration, as well as the post ride meals safely and according to updated health guidelines as of September 2020. We will send more details to all cyclist as final plans are set.
 - With respect to COVID-19 preparedness, we have established a medical advisory council comprised of Emergency Physicians at Denver Health, who will review and advise us on our protocols and procedures.
- **Will I still get a cold beer when I cross the finish line?**
 - Yes, we will have cold beer waiting for you at the finish line.

Lifestyle Expo

- **Will there be a Lifestyle Expo?**
 - Yes, that is our plan! We still plan to feature our sponsors and other vendors that support your cycling lifestyle.
- **Will there be adequate space between vendors?**
 - Yes, we are creating an event plan that allows for social distancing protocols.
- **Are there safe guards that will be up between vendors and guests?**
 - All vendors and guests in this area will be required to wear masks. It is the vendors choice to provide a clear barrier.
- **I was an approved exhibitor for the June 20 event, will my acceptance transfer to September 12?**
 - Yes, we look forward to seeing you in September.

- **I would like to apply to exhibit at the September 12 event, is that possible?**
 - We do have a few exhibit spaces still available. Please email scrocker@csg-sponsorship.com with your request.

Volunteering

- **I would like to volunteer on September 12th – how do I do that?**
 - Thank you! Please contact our Ride Director: Sabra Nagel RideDirectorDCR@gmail.com
- **Will masks/gloves be available to use during my shift?**
 - All staff and volunteers will be provided with face coverings and latex gloves to wear at the event.
- **What volunteer positions are available?**
 - Please visit our website to learn about the myriad of on-course and off-course volunteer positions: <http://denvercenturyride.com/volunteer/>