



American Diabetes Association® Tour de Cure® 2015

Frequently Asked Questions

Fundraising/Registration

Q - I see this ride has a fundraising minimum. Can I still ride if I don't raise that amount?

The American Diabetes Association is a non-profit organization with a mission: to prevent and cure diabetes and to improve the lives of all people affected by diabetes. That mission creates a constantly growing need for programs offered by the Association. Diabetes is a quickly growing epidemic. Current trends show that by the year 2050, one-third of the population will be diagnosed with diabetes. Diabetes education and awareness is critical, and with this comes an increased need to fund programs and research to find a cure. Tour de Cure raises crucial funds that send children with diabetes to camp; cover costs for diabetes educational materials; advocate for the rights of individuals with diabetes in the workplace, school, or other organized settings; and fund important diabetes research programs.

For raising \$200 or more, you will be offered an enjoyable ride that is fully supported with motorcycle marshals, SAG vehicles, bike mechanical support, medical personnel, fully stocked rest stops, an event t-shirt, post-ride meal, exciting fundraising incentives, training rides throughout the Tour de Cure season, and much more! If you have any questions about the fundraising minimum or where your fundraising dollars are being used, please do not hesitate to contact me. I am happy to talk with you about it or help you come up with creative ways to reach your goals.

Q - What is the fundraising minimum?

Each rider must raise a minimum of \$200 to ride, in addition to the registration fee.

Q - Can my child participate and ride with me?

Yes, but you or an appointed guardian must remain with the minor rider at all times. Children under 12 can ride by only raising \$50 in addition to their registration fee.

Q - I registered to ride and now I have a conflict. Can you cancel my registration? Do I still have to fundraise?

Your registration will remain active on our website to allow you to continue fundraising for our important mission to stop diabetes. Your registration fee cannot be refunded or transferred. However, you can participate as a virtual rider, surpass your fundraising minimum, and still receive the gear and swag you have earned while helping us STOP diabetes.

Q - When and where do I turn in cash and check donations?

You may turn in your cash/check donations at any time to the American Diabetes Association.

Checks should be made payable to American Diabetes Association. Send to Attn: **Tour de Cure, 1732 Moberly Lane Suite B, Bentonville, AR 72712.** **Make sure to note your name/the rider's name who is getting credit for the donation(s).*

Teams

Q - How many people form a team?

We prefer each team to include five or more individuals, but you can have a team with two or more people.

Q - I want to start a team of riders. How do the team fundraising goals work?

The team fundraising goal is something your team is striving for. Set it high and strive for it! What matters for ride eligibility is that riders each achieve the fundraising minimum as individuals in order to participate. So if your team strives for \$10,000, but raises \$9,500, that is ok. Riders who each raised the individual fundraising minimum are still riding with us! This way, if you have one person on the team who doesn't meet the individual minimum, it doesn't keep the whole team from riding. And remember, goals are different than minimums. If you set a goal of \$1000 as an individual and only raise \$500, you are still riding – the minimums are for individuals.

Q - Why be a part of a team if the fundraising minimums are individual?

Teams are more fun! Many teams do extra things like team training rides, team shirts or jerseys, and team fundraising. Corporate teams are a great way to create camaraderie among employees while getting healthy and creating a presence in the community.

Q - Can my corporate team include more than employees?

YES! Invite employees, family, friends, clients, vendors, etc. The team is for everyone connected to your company in some way.

Thank You Gifts

Q - I tried to order my thank you gift and it says I need a certificate number and authorization code. What do I do?

Thank you gift certificates are sent out after the ride. Everyone has until 4 weeks post event (September 23, 2015) to raise funds that apply towards Thank You Gifts. ADA staff will email you your certificate number and authorization code, along with instructions on how to order your gift.

Routes

Q - Are the routes available online?

Routes and descriptions are available on our Route Descriptions page. Maps and downloadable GPS files will be posted

Q- What happens if I am not on pace to finish my route?

For those who are riding the 100 mile, please know that 3 hours after you begin your ride, (or around 10:30am), if you have not hit REST STOP 5, you will be directed to do the following:

- 1) Turn around and continue back the way you came
- 2) Go into the loop, but know you will have to check by into Rest Stop 5 any time after 12:30pm (this is for pacing to make sure you finish on time)
- 3) At either the 10:30am time or 12:30am time, you are welcomed to be "SAG-ed" in at this point. Or if you continue on, realize you are not on pace to finish by 4pm, and may get "SAG-ed" in at the end.

***These rules are in place to protect rides, and volunteers during this hot Tour! Please let us know if you have any questions!

Q - Can I change my route choice?

Yes! You can change your route at any time. If you decide to change your route before event day, please notify us by emailing Malorie Marrs at mmarrs@diabetes.org. This helps us prepare for appropriate supplies at rest stops. If you decide to change your route the week of the event, just come to registration to switch out your color-coded wristband and let the staff/volunteers know you are making a change.

Q - When does the finish line and route close?

4pm on the dot...riders who are still on the course will be "SAG-ed" in at this point.

Q - Can I bring my own personal SAG?

Personal SAGs are not permitted on the route. However, if you would like to volunteer to be a SAG driver that is available to all riders, please contact us.

Q - Do I have to wear a helmet?

YES! All riders MUST wear a helmet to participate in the ride, regardless of age.

Q - What if it rains?

We ride rain or shine! Pack rain gear just in case and don't let a little water stop you in the fight against diabetes! Check the Arkansas Tour webpage or call 479-464-4121 x6856 voicemail for updates in case of severe thunderstorms that could delay or cancel the routes.

Offline Donations (Cash, Checks, Matching Gifts)

Q - I sent in offline donations (checks, cash, matching gift forms) to the office but they haven't posted to my name online yet. Why?

All offline donations (checks, cash and matching gifts) that are mailed in to or dropped off at the local ADA office will not appear automatically on your web page. To see them reflected in your online total, you will need to enter them manually. To do so, log in to MY TOUR CENTER. Then, scroll down until you see "Do you have cash, checks or matching gifts?" on the left side of your screen. Click the "Enter Donations" link right below it and add your donation details. Please give me a call or email me if you need help getting started – mmarrs@diabetes.org or 479-464-4121 x6856.

Red Riders

Q - I am a Red Rider (rider with diabetes). How and when do I get my jersey?

Red Riders are given their Red Rider jerseys the morning of the event. The sizing is based on your jersey size that you selected during registration. If you need to change or verify your size, email Malorie Marrs at mmarrs@diabetes.org.

Q - I have prediabetes. Will I get a Red Rider jersey?

No. Red Rider jerseys are only for people who ride with diabetes. As a person with prediabetes, you are doing a great job of trying to prevent diabetes by riding your bike with us – thank you! Because you do not have diabetes and the jersey says “I Ride With Diabetes,” you will not receive one.

Q - Where can I meet other Red Riders?

If you are not a part of a team, we encourage you to join Team Red. Team Red is a team for all people who are passionate about stopping diabetes and don't have a team already. Your friends and family are welcome to join you on this team. If you want to join Team Red, please email Malorie Marrs at mmarrs@diabetes.org.

Another great place for all Red Riders, regardless of team status, to network is in the Red Rider Tent on event day. Make sure to stop by!