

## Wait list management

At the time a tour has reached its full capacity of riders, either through the initial registration or lottery (as per HeartCycle registration policy), all potential riders who request, will be placed on a waitlist. When and if a confirmed rider (s) cancels from that tour, those rider spaces will be filled from the waitlist according to the following guidelines.

- The waitlists will be administered on a first come first serve basis whenever possible and feasible.
- If a rider who has been confirmed on a tour as a single supplement subsequently cancels from the tour and the next person (s) on the waitlist is a couple sharing a room, the couple would then be confirmed on the tour.
- If a confirmed couple (one or two beds) cancels and the first on the waitlist is a single supplement, the single is confirmed provided there is availability for the single supplement.
- All waitlists for HeartCycle tours will be managed by the registrar and the tour leaders.
- There will undoubtedly be times when exceptions will be necessary such as room configuration and/or availability (room or beds), maximum # of riders, or other unforeseen circumstances. The registrar and tour leaders will make every effort to follow this policy, understanding there may be circumstances that will necessitate exceptions.
- Occasionally space will be available for one individual (male or female) in a shared room. A rider either on the waitlist or new registration will be given the option to fill that space.
- Riders will be considered to have entered the waitlist when their initial registration is completed and deposit paid during the initial open registration period of 4 or 5 days. If more than one eligible rider has entered the waitlist during the initial registration period then a lottery of those riders will be conducted when and if a cancellation occurs to determine their number in the lottery. After the initial registration period, riders placed on the waitlist will be based on date and time of registration.
- It's fine to remain on the wait list, or to drop out if you no longer want to wait. If you drop from the wait list, or if you remain on the wait list but never get on the tour, you will be refunded your full payments (No cancellation fee). If an opening arises and you are next on the wait list, we will contact you to see if you want to be Confirmed. If you no longer want to be Confirmed, you will drop with no fee. If you are confirmed as a participant, and later cancel, you will be subject to the Cancellation policy/fees.