



## TERMS OF SALE | MERCHANDISE & TRANSPORT

### BRISBANE TO GOLD COAST CYCLE FOR CANCER 2024

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By purchasing merchandise or pre/post event transport for Brisbane to Gold Coast Cycle for Cancer 2024, you are accepting these Terms of Sale.

#### EVENT CYCLING JERSEY

The Brisbane to Gold Coast Cycle for Cancer cycling jersey is provided by NeoPro.

Jerseys will be provided in the size selected when purchased, unless notification is received prior to 1 July 2024 at [brisbanetogoldcoast@mater.org.au](mailto:brisbanetogoldcoast@mater.org.au).

Jerseys will be mailed directly from NeoPro via Australia Post to the address provided during registration (if purchased during registration). Jerseys will be sent separate to your rider kit and delivery is expected before 13 September 2024. Tracking is included and available upon request.

#### Change of mind

Unfortunately, jerseys are ordered specifically for each purchase and therefore we cannot refund due to change of mind.

#### Wrong size

If you have ordered the wrong size, please inform us by email at [brisbanetogoldcoast@mater.org.au](mailto:brisbanetogoldcoast@mater.org.au) before 1 July 2024 and we will do our best to adjust your order accordingly.

After this date, we will unfortunately not be able to accommodate size changes. You may visit the Merchandise Tent on event day (Sunday 13 October) to enquire about a jersey size swap, however it is not guaranteed we will have the preferable size available.

#### Faulty products or products damaged on arrival

Should your jersey be faulty or damaged on arrival, please contact us as soon as possible at [brisbanetogoldcoast@mater.org.au](mailto:brisbanetogoldcoast@mater.org.au), including photos of the damage/fault.

We will get back in touch to arrange a replacement once we have assessed the issue.

## **CHARTER TRAIN – GOLD COAST TO BRISBANE PRE EVENT**

A train has been chartered from the Gold Coast to the start site to arrive prior to event start.

The train will start at Varsity Lakes and stop at Nerang, Coomera and Beenleigh then South Bank.

In purchasing a ticket for this service, you and your bike can travel on this charter train. When asked by train staff, present your Pre-Event travel ticket that will be sent as a text message the week before the event.

Each person travelling will be required to show the Pre-Event ticket sent via text message, to be eligible to travel on the service.

This purchase is non-refundable but can be transferred to another person at your own personal discretion (you do not need to advise Mater Foundation should you transfer your transport ticket to another person).

Specific departure times will be provided in an email no less than 2 weeks prior to the event date.

Mater Foundation is not responsible for any items left on the train or any damage that occurs to your bike whilst travelling on the service.

## **BUS TRANSPORT TO BRISBANE – GOLD COAST TO BRISBANE POST EVENT**

Return buses will be running approximately every half hour from 10.30am – 1.30pm from Fisherman's Lawn Southport to South Brisbane on event day.

In purchasing a ticket for this service, you are booking a seat on the bus. Your bike will travel on a separate transport vehicle around the same time (there may be some delay post arrival in Brisbane).

When preparing to depart the Finishers' Village at Fisherman's Lawn, please go to the Transport Information Tent to sign in for a schedule bus departure.

This purchase is non-refundable but can be transferred to another person at your own personal discretion (you do not need to advise Mater Foundation should you give your transport ticket to another person).

Specific details of this service, including pick up and drop off location will be provided in an email no less than 2 weeks prior to the event date.

Please sign in at the Transport Information Tent at Fisherman's Lawn a minimum of 30 minutes prior to your ideal departure time, to allow enough time to sign in and have your bike loaded. Please note departure times will be subject to availability.

Mater Foundation is not responsible for any items left on the bus or any damage that occurs to your bike whilst being transported on the service.

Photos of your bike will be taken before it is packed onto the transport vehicle.