



## FREQUENTLY ASKED QUESTIONS

Welcome to the FAQ section for the Dis-Chem Ride for Sight! Here, you'll find answers to the most common questions about the event. Whether you're a first-time participant or a seasoned rider, this section aims to provide you with all the information you need to make your experience as smooth and enjoyable as possible. If you have any additional questions, feel free to reach out to us via our website at <https://retinasa.org.za/contact-retinasa/> or via our Social Media Platforms

**Question 1:** Can I switch from the 116km to the 62km event?

**Answer:** Yes, but only at the designated registration venues.

**Question 2:** Can I register on the day of the race?

**Answer:** Fun Riders can register and purchase a day license on race day, but there will be no seeding. CSA racing category riders must present current licenses and be accredited by a CSA official at registration.

**Question 3:** If I missed the registration days, can I pick up my Race Pack on race day?

**Answer:** Only riders participating in the 62km event can do so. Special permission must be arranged with CSA for out-of-town riders participating in the 116km event.

**Question 4:** When will we receive our start times?

**Answer:** You will receive an SMS from Cape Town Cycle Tour 3 days before race day after the seeding of online entries has taken place.

**Question 5:** What is the emergency contact number?

**Answer:** The emergency contact number on the day is 082 550 2482, please also download the MySOS app.

**Question 6:** Where can I find the Race Results?

**Answer:** Race results will be made available on the Finish Time Website at [www.finishtime.co.za](http://www.finishtime.co.za)

**Question 7:** Where can I view the photo's from the event?

**Answer:** Photos from the event will be available on Action Photo SA website at <https://www.actionphotosa.com/>

**Question 8:** Is it possible to upgrade my entry from the 62km to the 116km?

**Answer:** Yes, but only at the designated registration venues and if you pay the difference between in entry fee.

**Question 9:** Will Timing Chips be available on Race Day

**Answer:** No Timing Chips will be available at the stadium on race day.

**Question 10:** If I am unable to participate on race day, can I request a refund?

**Answer:** Unfortunately no refunds are allowed.

**Question 11:** Can I enter at registration?

**Answer:** Yes you most certainly can enter at registration.