



Your safety and wellbeing during COVID-19

Since our very beginnings the safety and wellbeing of our riders, volunteers, staff and the people in the communities in which we visit, has been of the greatest importance to us.

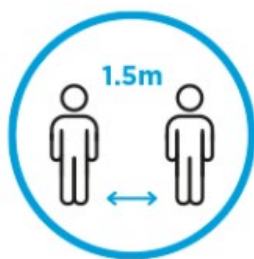
The virus responsible for COVID-19 adds an additional challenge to our safety planning but with your help we expect to provide you with the same high-level ride experience C2K Bike Ride has become known for.

Due to how the COVID-19 virus spreads, the most effective control measures are through physical distancing and enhanced personal hygiene practices, such as washing and sanitising hands.

In Australia we have experienced very low rates of community transmission of the COVID-19 virus due to the widespread adoption of these control measures but even with such low rates of infection it is important to remember the risk of transmission is never zero.

Now more than ever, we have the responsibility to look out for each other. The possibility that any of our or your personal contacts in the previous 14 days may test positive to the COVID-19 virus and then be contact traced back to any of us, reinforces this responsibility when we join and participate in a multi-day event. If this scenario were to occur, we would be required to suspend the event until we are authorised by the health authorities to continue.

Our collective behaviour controls the fate of C2K so please be especially diligent about physical distancing and washing your hands in the weeks leading up to and whilst you are on the ride with us.



**Physical
distancing**



**Hygiene and
cleaning**



**Record
keeping**



**Wellbeing of staff
and customers**

C2K Bike Ride COVID Safe Guidelines

Contents

Your safety and wellbeing during COVID-19.....	1
C2K Bike Ride COVID Safe Guidelines	2
1. What we are doing to keep everyone COVID Safe	2
2. Your responsibilities prior to travel	2
3. Pre-ride health declaration	3
4. Daily health declaration & Temperature Screening	3
5. Physical Distancing.....	3
6. Refreshment Stops.....	4
7. Support vehicles.....	4
8. Loading of bicycles	4
9. Loading Luggage.....	4
10. COVID-19 Flexible Booking Policy	5

1. What we are doing to keep everyone COVID Safe

The following are some of the more important control measures we have put in place to minimise the risk of transmission of the COVID-19 virus. They are informed by health advice provided by Australian authorities and the World Health Organisation and we continue to monitor this advice and revise our procedures accordingly.

If you have any questions about the control measures listed below, please contact us by phone or email.

By registering for C2K Bike Ride you agree to comply with these measures. C2K Bike Ride reserves the right to deny you from joining or continuing the ride for failure to comply with these requirements.

2. Your responsibilities prior to travel

If you are experiencing any symptoms of COVID-19, no matter how mild, (including fever, chills, a cough, sore throat, shortness of breath, runny nose, fatigue, or loss of smell and/or taste) prior to joining C2K Bike Ride, you must inform us immediately and defer your travel plans until you have received medical advice that you are allowed to travel.

You **MUST NOT** join C2K Bike Ride if you have **ANY** symptoms potentially consistent with COVID-19. To cancel or transfer a ride booking under these circumstances please contact us.

3. Pre-ride health declaration

Prior to joining C2K Bike Ride we will be asking all participants to complete and sign the following declaration.

1	Have you travelled outside Australia within the last 14 days?		YES	NO		
2	Are you waiting to be informed of the results of a recent COVID-19 test?		YES	NO		
3	Are you currently required to be in isolation because you have tested positive to the COVID-19 virus?		YES	NO		
4	Have you visited a known or declared COVID-19 virus hotspot within the last 14 days?		YES	NO		
5	Have you visited or resided in a suburb or postcode area with active cases of COVID-19 within the last 14 days?		YES	NO		
6	Have you been directed to a period of quarantine as a result of being a close contact of someone who has tested positive to the COVID-19 virus?		YES	NO		
7	Are you experiencing or have you experienced any of these symptoms in the previous 48 hours?					
	Fever	YES	NO	Chills	YES	NO
	Cough	YES	NO	Sore Throat	YES	NO
	Shortness of Breath	YES	NO	Runny Nose	YES	NO
	Fatigue	YES	NO	Loss of Smell and/or taste	YES	NO
You must not join C2K Bike Ride if you have ANY symptoms potentially consistent with COVID-19. Anyone who has symptoms of COVID-19, even if they are mild, must get tested.						

4. Daily health declaration & Temperature Screening

Each morning whilst on C2K Bike Ride we will be screening all participants for COVID-19 symptoms and taking your temperature prior to starting the day. If you record a temperature of 37.9 degrees Celsius or above you will be excluded from the day's activities.

In these circumstances you will only be allowed to re-join C2K Bike Ride after receiving clearance from a doctor or, in a remote region where a doctor may not be available, a nurse practitioner.

If you need to cancel your ride booking because:

- you develop COVID-19 like symptoms (such as fever, chills, a cough, sore throat, shortness of breath, runny nose, fatigue or loss of smell and/or taste), or
- you have been contact traced requiring you to quarantine, or
- you test positive to COVID-19,

our COVID-19 flexible booking reassurance applies.

5. Physical Distancing

Except for when we are travelling in the support vehicles, please adhere to the physical distancing recommendations of staying 1.5 metres away from people you don't live with, including when on your bike.

If you think you are the right distance from someone – just take a step back - to make extra sure.

When waiting in line for meals or rides or walking through busy areas, please be patient and give others space so they can also give you space.

Please greet people with a smile or wave - don't shake hands, hug or kiss as a greeting or farewell.

6. Refreshment Stops

We have always provided hand sanitiser and separate hand washing facilities at all our refreshment stops being served by our dedicated volunteers; we will continue to provide this service.

Please take the following hygiene actions before and whilst on C2K Bike Ride:

- Wash or sanitise your hands for at least 20 - 30 seconds, using soap and water or a hand sanitiser every time we stop for a refreshment break, before meals, when we arrive at our destination or after using the toilet.
- Don't cough or sneeze into your hands! Cover your nose or mouth with a tissue, then throw it away in a bin and wash or sanitise your hands. If you don't have a tissue, cough or sneeze into your elbow or upper sleeve.
- Do not snort or spit, especially whilst on the bike.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Do not share bikes, helmets, drink bottles, glasses, crockery or cutlery other than with people you live with.
- Please leave your helmet and gloves with your bike when we stop for a break. Never place these items on a table or a food table provided by C2K Bike Ride.
- Snacks and/or lollies will be handed to you by the volunteer and placed in your hand with tongs. Do not place your hands in the food bowls.

7. Support vehicles

Our support vehicle will still be there if you want a break from pedalling, so you can cycle as much or as little as you please. However, to assist with physical distancing you should come prepared to ride the distance and road conditions planned for each day.

We will advise support drivers to clean the vehicles and sanitising the touch points at the end of each day.

8. Loading of bicycles

Bicycle riding can be a sweaty experience and as such perspiration (and possibly the COVID-19 virus) can easily be transferred to the bicycle frame and handlebars.

If you are using a support vehicle for a break or due to a mechanical issue, you must handle your bike yourself. Volunteers will not be allowed to handle your bike and place them on or take them off bike racks for you.

We acknowledge this procedure may take a bit longer, but please be patient and ensure you always maintain physical distancing.

9. Loading Luggage

Please ensure that your luggage is ready to be placed into the luggage truck at the allocated times.

10. COVID-19 Flexible Booking Policy

We very much appreciate how difficult the COVID-19 virus has made the planning and booking of a holiday. Therefore, to make the decision process easier we would like to provide you with our COVID-19 flexible booking reassurance.

Whilst the COVID-19 virus is active in Australia and there remains a requirement to follow COVID-19 virus related control measures we will:

- make a judgement as to whether the ride should be able to run 60 days prior to the commencement of C2K Bike Ride;
- you can register and pay only a \$300 non-refundable deposit and pay the remaining balance in instalments. The complete registration must be paid by 31st of May 2021.
- A full refund of your registration payment (including the deposit) will be processed if C2K Bike Ride cannot go ahead due to reasons connected with the COVID-19 pandemic;
- Alternatively, you may wish to defer your registration to the following year

If an event beyond our control requires us to cancel or postpone C2K Bike Ride within 45 days of the commencement of C2K Bike Ride, you will be eligible to a full refund of your registration.

Additionally, if within 21 days of C2K Bike Ride departure date:

- you develop COVID-19 like symptoms (such as fever, chills, a cough, sore throat, shortness of breath, runny nose or loss of sense of smell or taste), or
- you have been contact traced requiring you to quarantine, or
- you test positive to COVID-19,
- meaning you are not allowed to travel, we will either: credit 100% of the payments you have made to us for use on another C2K Bike Ride, or
- refund any payments you have made to us;

If you need to cancel due to any of the above scenarios please contact us and then send us an email formally notifying us of your circumstances along with your preferred credit option and a copy of a Doctor's Certificate or a copy of the letter from health authorities informing you that you must quarantine or self-isolate.

For all other circumstances, our Cancellation Policy applies.