COVID-19 Refund FAQ

Please note: This refund FAQ does not apply to Tours (Chelan, Eastern WA, RAW), CTS or Season Pass. Details on those policies will be sent directly to current registrants as decisions are made and we ask for your patience as we, like the rest of the country, are navigating this as best we can.

Cascade Bicycle Club’s work supports healthy and thriving communities through the joy of bicycling. We understand that we are in an unusual and uncertain time with the spread of COVID-19 in our country and especially right here in our home of King County. We want to update you on our current status and the status of our events.

Without our community, Cascade would not exist, and we take our responsibility for the health and safety of our riders, students, and volunteers seriously. We also have a responsibility to our employees, our community partners, and the viability of our organization. Refunding all participants would make it impossible for our organization to continue as is, we cannot retain staff, programming, and potentially default on contracts with community partners who rely on us without the revenue from our special events.

Thank you for your support during this unprecedented time. Cascade is celebrating its 50th anniversary this year, and we look forward to serving our bicycling community for the next 50 years. With your support, patience, and understanding, together, we can build a better community for all.

What happens if the date of my event is postponed?

Cascade Bicycle Club will always try to first move an event to a later date before canceling and all registrations will be honored for the new date. Those who can no longer attend due to the date change can convert their registration to a tax deductible donation or transfer their bib to another rider without penalty. Instructions are outlined on the transfer policy page. We will not be accepting these requests until we have set a new date.

If your event has not yet been assigned a new date, please wait for further instruction. We have a backlog of calls to our main line and are short on staffing, please be patient, keep your email address up to date in your account and check the website often.

What happens if there is no opportunity to move the date and Cascade is forced to cancel?
Cascade Bicycle Club as an organization will not survive our fiscal year without the funds that come from our major events like our Seattle to Portland, Seattle to Vancouver, Ride Around WA, and Emerald City Ride. We do not think (at this time) that our July-August events will cancel, but the situation is unprecedented and we of course cannot make guarantees. Insurance does not cover us in this instance. We are leaning on our community to continue to support us by signing up, registering, and encouraging friends and families to join even without the promise of a ride.

Our organization is strongly encouraging riders to explore travelers’ insurance options at this time.

Our rides make up more than half of CBC’s annual operating income. These fees support our school-based programming, statewide policy work in Olympia, advocacy work, and all of the other community work at Cascade. We are currently unable to confirm what portion, if any, of your registration fee would be refundable due to the ever-changing situation of the epidemic and its impact on our financial status as an organization. We can only promise that we will do the best we can for both our riders and our staff if and when we have to make the difficult decision of cancelling a ride. Any portion of a registration fee not refunded will be recorded as a tax-deductible donation to Cascade Bicycle Club, for which we will issue tax letters at our earliest convenience.

What if my event is on, but I advised to not attend large gatherings due to age or medical history at the time of my event?

Anyone currently registered for a ride who is recognized as being in a vulnerable age group, has underlying medical conditions, any other persons at higher risk of complications due to COVID-19 as categorized by CDC, WHO, state, or local health officials, or those who care for someone infected or at high risk we will give the choice of converting your registration into a tax-deductible donation or deferral to next year for the same event. We will not accept requests until we are one month from an event, due to these unprecedented times. We have to take it one month at a time, and our staff needs to take requests in order of events. Thank you for your patience.