



FREQUENTLY ASKED QUESTIONS
L'ÉTAPE THAILAND
2019 EDITION

Can I register as a group?

- Group registration is available in 5 pax, 8 pax, and 10 pax. You will get special discount for group registration.

What if I have changed my mind or cannot ride on the day, can I receive a refund?

- All registrations are non-refundable and non-transferable.

Is there a minimum age requirement to register?

Your age group category is determined by your year of birth and the age group categories are the following:

<u>Age group category</u>	<u>Age*</u>	<u>Birth year</u>
M1 / W1	18 - 34	1985 - 2001
M2 / W2	35 - 39	1980 - 1984
M3 / W3	40 - 44	1975 - 1979
M4 / W4	45 - 49	1970 - 1974
M5 / W5	50 - 54	1965 - 1969
M6 / W6	55 - 59	1960 - 1964
M7 / W7	60 - 64	1955 - 1959
M8 / W8	65 - 69	1950 - 1954
M9 / W9	70 and +	1949 and before

(*rider's age on December 31st of the respective year)

Note: Rider's age under 18 cannot register for this event.

I made an error when I registered, how can I fix it?

- If you need to amend any errors in your registration, please contact directly to the registration platform service that you have registered.

What types of bikes are not allowed?

To ensure the safety of Participants, the bike is a must to have a proper braking system (front and rear), and it is strictly forbidden to participate in the Event with the following:

- a bicycle equipped with any kind of extension bar such as bar end, triathlon bars, aero bars);
- an electric bicycle or electrically assisted pedal cycle;
- a recumbent or prone bicycle;
- monocycle

Is there any mandatory equipment to have during race day?

Yes, on the race day, you must have: rigid helmet (must be wore throughout the entire Event), a puncture repair kit and a water bottle filled.

Is there mechanical support available for my bike before the event?

Yes, bike mechanic will be available as following date and time;

- 10:00 - 19:00 hrs. on 25 October 2019
- 10:00 - 20:00 hrs. on 26 October 2019
- 04:00 hrs. on 27 October 2019

Note: The workforce is free of charge, however riders must pay for any replacement of bike components.

Where are start and finish area?

This is a Point-to-Point course;

- Start line / Race village A, and race pack collection site, at Tsunami Memorial Museum:
http://bit.ly/TsunamiMemorialMuseum_PhangNga
- Finish line / Race village B, at Thung Phra Pho Public Park:
http://bit.ly/ThungPhraPhoPublicPark_PhangNga

How will my start position be determined or which wave I am going to be in?

- During registration, you will be asked questions to determine your qualification that which wave is suit you (one of our criteria) but also depend on how big of each wave. The assigning wave will be announced by September 2019 on www.letapethailand.com

Will there be a way to transport personal belonging from the start to the finish?

- There is no service provided. Only personal belonging deposit available at RACE VILLAGE A.

What is the total Elevation Gain for each route?

- 159 Km: 1600m
- 70 Km: 800m

Are the both courses timed?

- Yes, both courses are timed. All riders will be given a number for their bike in their Registration Pack, this will have a timing chip attached and must be secured to the bike. This will record the time of the rider as they cross the Start Line, check points throughout the route and the Finish Line.

The race will be timed and will give rise to several rankings:

- A real ranking
- A real ranking by category
- A King of Mountain Challenge ranking (combination of the timing of the 2 King of Mountain Challenge for 159Km)
- A King of Sprint Challenge ranking

Shuttle services

1. Phuket Airport - Start line / Race village A *, and race pack collection site – Phuket Airport.

1.1 ARRIVAL 25 October 2019: Shuttle service from Phuket Airport to Race village A * (Khaolak)

- Depart 09:30 hrs. / Arrive 11:00 hrs.
- Depart 12:00 hrs. / Arrive 13:30 hrs.
- Depart 15:00 hrs. / Arrive 16:30 hrs.
- Depart 18:00 hrs. / Arrive 19:30 hrs.
- Depart 21:00 hrs. / Arrive 22:30 hrs.

1.2 ARRIVAL 26 October 2019: Shuttle service from Phuket Airport to Race village A* (Khaolak)

- Depart 09:30 hrs. / Arrive 11:00 hrs.
- Depart 12:00 hrs. / Arrive 13:30 hrs.
- Depart 15:00 hrs. / Arrive 16:30 hrs.
- Depart 18:00 hrs. / Arrive 19:30 hrs.

1.3 DEPARTURE 27 October 2019: Shuttle service from Race village A* (Khaolak) to Phuket Airport

- Depart 17:00 hrs. / Arrive 18:30 hrs.
- Depart 19:00 hrs. / Arrive 20:30 hrs.

1.4 DEPARTURE 28 October 2019: Shuttle service from Race village A* (Khaolak) to Phuket Airport

- Depart 08:00 hrs. / Arrive 10:30 hrs.
- Depart 11:00 hrs. / Arrive 12:30 hrs.
- Depart 14:00 hrs. / Arrive 15:30 hrs.
- Depart 17:00 hrs. / Arrive 18:30 hrs.

2. Shuttle service from Finish line / Race village B** to Start line / Race village A *on 27 October 2019

- Shuttle service is available for all participants. The service will start once the first rider has arrived in 1 hour and continue until 16:00 hrs.

Remark

- * Start line / Race village A, and race pack collection site, at Tsunami Memorial Museum: http://bit.ly/TsunamiMemorialMuseum_PhangNga
- ** Finish line / Race village B, at Thung Phra Pho Public Park: http://bit.ly/ThungPhraPhoPublicPark_PhangNga
- The transportation service from Race village to a specific hotel is not supported by the organizer.

- Bike transport with participants.
- No. 1.1-1.4 is free of charge for pre-booking of registered participants only. If there is a request on the day of service, it will be subjected to availability and the extra charged may be applied.
- The service time is subjected to change without prior notice.

Why cut off time is important and must be respect?

- The cut off time allows the closing of the route to be scheduled and those disqualified on L'Etape Thailand to be managed. Theses disqualifications are based on split times defined for each town crossed. These times are negotiated with local authorities. The strict application of these times (re-opening of the roads to traffic) is the key consideration if we want to continue to take advantage of a route that is road closure management.

What happens if I don't make the cut off time?

- You may be disqualified throughout the route. The "time schedule car" precisely follows the time schedule. Any rider who is overtaken by this car/motorbike, anywhere on the route will be considered as no longer in the race.
- The "End of the Race" will be indicated by several of the organisation's vehicles. If you are disqualified, you will be asked to take a diversion or go to one of the repatriation areas where you will be picked up by buses/trucks which will take you and your bike back to the finish village. Bicycles will be placed in the trucks and handed back to riders at the finish village upon presentation of race numbers.

Will we be able to have our own food and water bottles at the Aid Stations?

- There is no personal's food or personal belonging transportation service provide.

Do I need a support team for this race?

- Outside assistance is prohibited. There will be official bike mechanic provide at Race Village A during the race pack collection time table, as well as before the race is start.

When will the race numbers be issued?

- Race numbers will be sent out a few weeks before the event and will be distributed according to the sporting information we have been given. An email will be sent to you to remind you to download the document containing these numbers.

Where can I find my photos after the race? (depends if you deal with sportograf)

- All photos will be available the week after the event. The link of photo gallery will be announced within a week after the event at www.letapethailand.com