

Wait list management

At the time a tour has reached its full capacity of riders, either through the initial registration or lottery (as per HeartCycle registration policy) , all potential riders who request, will be placed on a waitlist. When and if a confirmed rider (s) cancels from that tour, those rider spaces will be filled from the waitlist according to the following guidelines.

- The waitlists will be administered on a first come first serve basis whenever possible and feasible.
- If a rider who has been confirmed on a tour as a single supplement subsequently cancels from the tour and the next person (s) on the waitlist is a couple sharing a room, the couple would then be confirmed on the tour.
- If a confirmed couple (one or two beds) cancels and the first on the waitlist is a single supplement, the single is confirmed provided there is availability for the single supplement.
- All waitlists for HeartCycle tours will be managed by the registrar and the tour leaders.
- There will undoubtedly be times when exceptions will be necessary such as room configuration and/or availability (room or beds), maximum # of riders, or other unforeseen circumstances. The registrar and tour leaders will make every effort to follow this policy, understanding there may be circumstances that will necessitate exceptions.
- Occasionally space will be available for one individual (male or female) in a shared room. A rider either on the waitlist or new registration will be given the option to fill that space.
- Riders will be considered to have entered the waitlist when their initial registration is completed and deposit paid during the initial open registration period of 4 or 5 days. If more than one eligible rider has entered the waitlist during the initial registration period then a lottery of those riders will be conducted when and if a cancellation occurs to determine their number in the lottery. After the initial registration period, riders placed on the waitlist will be based on date and time of registration.