

Waitlist Management

When a tour has reached its full capacity, either through registration or lottery (as per the [HeartCycle tour confirmation policy](#)), unconfirmed riders who request will be placed on a waitlist. All waitlists for HeartCycle tours will be managed by the registrar and the tour leader(s) on a first-come, first-serve basis whenever feasible. Exceptions may be necessary to account for room configuration and/or availability (rooms or beds), maximum number of riders, or other circumstances.

Your full deposit will be refunded if you do not clear the waitlist. We will contact you if an opening becomes available. Your deposit will be fully refunded if you decide you do not want to go on the tour. If you are confirmed as a participant and later cancel, you will be subject to the [HeartCycle cancellation policy and fees](#).

If one or more confirmed riders cancels from a full tour, the available spaces will be filled from the waitlist according to the following guidelines:

- 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 be confirmed on the tour, provided adding two registrants would not exceed the maximum number allowable for the tour and the appropriate room configuration is available. If the next person on the waitlist is another single supplement or an unpaired registrant, the space will be offered to that person.
- If a confirmed couple (one or two beds) cancels and the next person on the waitlist is a single supplement, the single is confirmed provided the tour has availability for the single supplement. If the next person(s) on the waitlist is a couple sharing a room, the couple would be confirmed on the tour. If the next person on the waitlist is an unpaired registrant, the space will be offered to that person, and the tour leader(s) will endeavor to find a roommate either from the waitlist or a new registration.