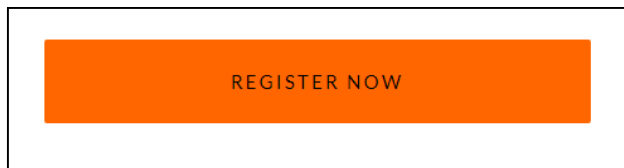




FAQ

1. How do I register for the 25th Annual Bruce Rossmeier Ride for Children?

Click on the **“Register Now”** button at the top of the page.



On the ticket page follow the instructions at the top on **“How to Register”**

How to Register

Early Bird Registration will be open from April 1, 2019 - June 30, 2019

1. Select your ticket type to register as a *VIP Rider/Passenger* or *General Rider/Passenger*.
2. Choose *how many people you will be registering* in the drop down box.
3. Enter your *promo code & apply* (if applicable), then click *Register*.
4. Complete your registration and process your payment.
5. Create your personalized fundraising page and start raising money for Camp Boggy Creek. Note, if you are registering multiple riders during the registration process, each registrant will receive a separate email inviting them to customize their page.
6. For questions or assistance please contact the Events Department at 352-483-4125 or crobertson@campboggycreek.org.

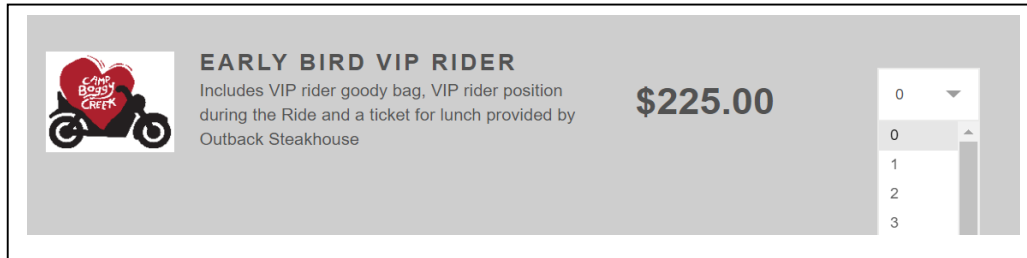
TICKET REGISTRATION REVIEW CONFIRMATION

A horizontal progress bar with four segments. The first segment, labeled 'TICKET', is highlighted in orange and has a white circle at its end. The other three segments, labeled 'REGISTRATION', 'REVIEW', and 'CONFIRMATION', are grey and each has a white circle at its end.

IMPORTANT: When you complete your registration you will receive 2 emails. First, you will receive an email with the receipt for your registration purchase. Second, you will receive an email with a link to your fundraising page. ***If you registered multiple riders and provided their email address, each registrant will receive a separate email inviting them to activate their supporter/fundraising page.***

2. Can I register more than one rider or passenger at one time?

Yes. When you are on the ticket page **choose how many people you will be registering in the drop down box.** Please note, you will be able to enter an email address for each person so they will receive email communication about their registration and supporter/fundraising page.



3. When registering multiple riders, does it matter which ticket type I select, since they are the same price?

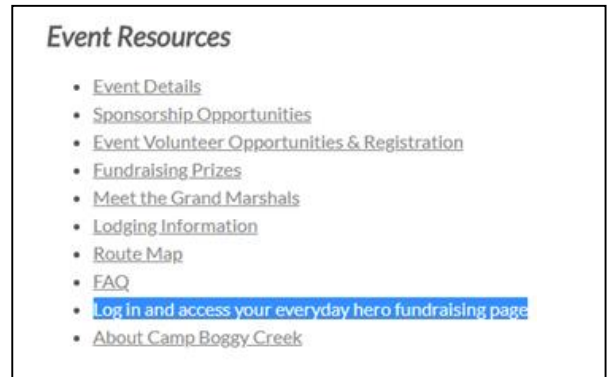
Yes, it does matter. Please select the appropriate ticket type for whom you are registering. For example, if there is a rider and a passenger on one bike, please select (1) **RIDER** and (1) **PASSENGER** registration ticket. If you are registering riders on 2 separate bikes, please select (2) **RIDER** registration tickets.

4. Can I register for the Ride the day of the event?

Yes, day of registration will be available on site at Destination Daytona on the morning of the Ride Sunday, October 6, 2019. However, we highly encourage online registration prior to the Ride. **Online registration will close at 12:00pm on Friday, October 4th.**

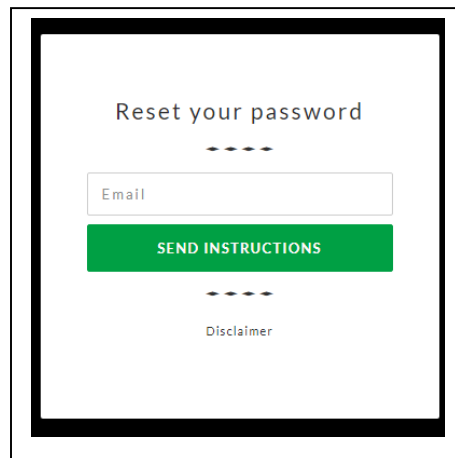
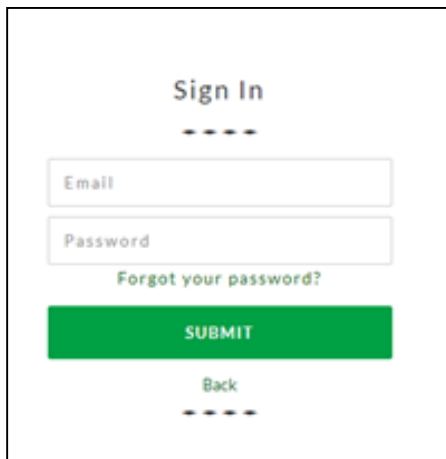
5. How do I login to my supporter/fundraising page?

You can login and access your supporter/fundraising page through the **everydayhero website** by [clicking here](#) . You can also access the login page under the **Event Resources section** on the Ride for Children website by clicking on “Log in and access your everydayhero fundraising page”.



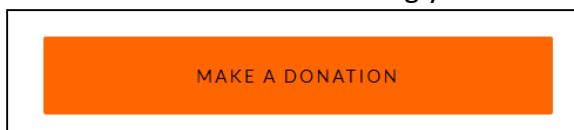
6. What if I forget my password?

Go to the **Everydayhero login page** and select “**Forgot your password?**” Follow the prompts and instructions on how to reset your password.



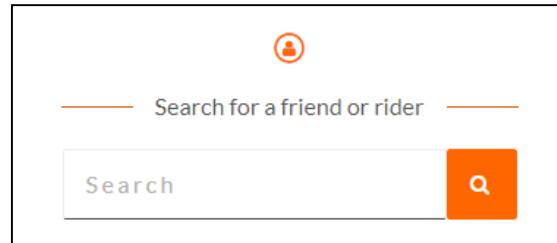
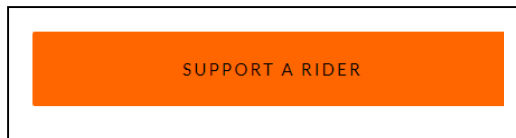
7. How do I make a general donation to the event?

To make a general donation to the event click on the “**Make A Donation**” button and fill out the donation form accordingly.



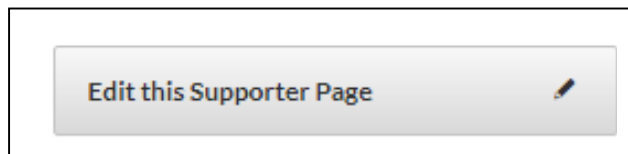
8. How do I make a donation on the page of a friend or rider?

To make a donation on someone's supporter/fundraising page **click on "Support A Rider"** or enter their name in the **search box under "Search for a friend or rider"** on the side bar of the website.



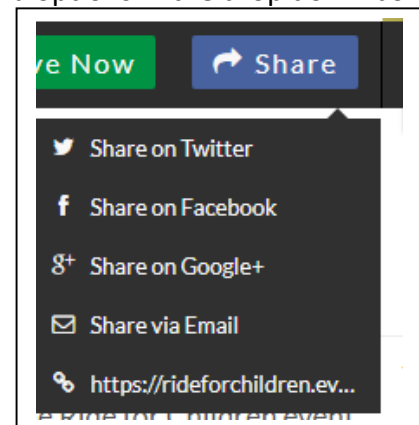
9. Can I customize my supporter/fundraising page?

You can customize your page by making changes to your **page photo, title, fundraising goal** and **story**. **Select "Edit this Supporter Page"** on the right side bar of your supporter/fundraising page.



10. How do I share my supporter/fundraising page with people to let them know I'm raising money for Camp Boggy Creek?

At the top of your supporter/fundraising page there is a **"SHARE" button**. When you click on the share button you will see several social media options in the drop down box that you can choose from. To copy and paste the direct link for your page, select the last option in the drop down.



11. Does my paid registration amount count toward my fundraising goal?

No. Your registration fee is not counted toward your fundraising goal and will not be reflected on your supporter/fundraising page.

12. Can I change my fundraising goal on my page?

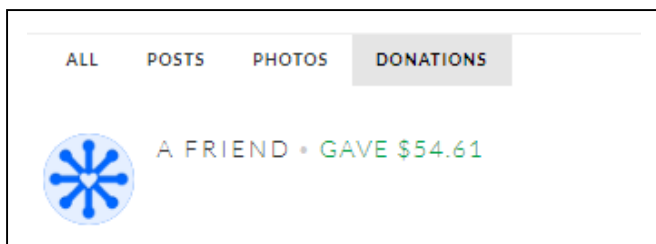
Yes. See question 9.

13. A friend registered me for the ride, how do I access my personal supporter/fundraising page?

If someone completed registration on your behalf **AND** provided **your** email address, **you will receive an email with the subject line that reads “Complete your registration for Ride for Children”.** The email will contain the link to your supporter/fundraising page. If the person processing your registration did not have your email address please contact them to receive the information about your page.

14. How can I see who has donated to my page?

Donor information can be seen on your supporter/fundraising page under the **“DONATIONS” activity tab**. This section is located directly under the story on your page. A summary of your donations is also **recorded under “Donation Summary”** on the right side bar of your page.



A screenshot of the 'DONATIONS SUMMARY' sidebar. It displays the following information:

DONATIONS SUMMARY	
Number of donations	1
Average donation	\$54.61
Donated so far	\$54.61

15. If someone gives me a cash/check donation what do I do? How do I make sure those monies are reflected on my page?

When someone gives you a check or cash donation, please mail in the donation to Camp Boggy Creek with the rider name & donor information (name, address, phone number) attached. Once received the gift will be recorded and entered as an offline donation.

When the offline donation has been entered, it will then be reflected on your supporter/fundraising page. **Note** - if we are unaware of whom the rider being supported is we will not be able to record the donation appropriately.

Information Needed for an Offline Gift

- Rider/Supporter Name
- Donor Name
- Donor Address
- Donor Phone Number
- **Checks should be made payable to "Camp Boggy Creek"**

Mailing Address

**Camp Boggy Creek
ATTN: Events - Ride for Children
30500 Brantley Branch
Eustis, FL 32736**

16. Will my donors receive an acknowledgment (receipt) for their donation?

Yes, all online donors will receive a receipt via email. Any donors who make an offline donation, and mails it into Camp Boggy Creek with the appropriate contact information (name & address) will receive an acknowledgment (receipt).

17. What qualifies me to receive fundraising prizes for this event?

Make an even BIGGER impact in the lives of seriously ill children by raising money for Camp Boggy Creek through your very own personalize supporter/fundraising page. Individual riders who fundraise for our campers and families will receive the following as a special thank you from Camp Boggy Creek on Ride Day, Sunday, October 6th.

- Raise \$450 or more and you will receive a **Ride for Children Prize Pack** and special recognition during our live program on Ride day. **All monies must be raised and reflected on your fundraising page by Friday, October 4th at 12:00 pm**
- Raise \$2,500 or more and your name will also be entered into a **GRAND PRIZE drawing for a Bruce Rossmeyer Daytona Harley-Davidson gift card valued at \$500. All monies must be raised and reflected on your fundraising page by Friday, October 4th at 12:00 pm**

18. Will the event be canceled if there is bad weather?

The safety of all participants during the Ride for Children weekend is of utmost importance. If threatening weather conditions are present the day of the event (hurricane, tornado warning, tornado watch, thunderstorms, heavy rain) the event may be delayed or canceled. **NO RAIN DATE is applicable for the 25th Annual Bruce Rossmeier Ride for Children.** If a cancellation is necessary all participants will be contacted and communicated with via email, social media and by phone.

When weather conditions present a danger to participants, it is consider as an “act of mother nature,” and will not result in the refunding of any event entry fees, monies raised or future event credits.