



CowaLUNGa 2020 Charity Bike Tour Frequently Asked Questions

For 23 years, we have enjoyed building a community of riders, supporters, volunteers and friends through our annual charity bike tour. Your participation and contributions make this tradition possible, while also providing funding for Respiratory Health Association's (RHA) work towards healthy lungs and clean air for all. The CowaLUNGa family means so much to us! The outbreak of COVID-19, commonly known as the coronavirus, has impacted our day-to-day lives and interrupted events across the country. We recognize these are unprecedented and uncertain times for everyone, and have developed FAQs to answer questions you may have as we plan for the 2020 event.

Q1: How will I know if the COVID-19 pandemic impacts plans for the 2020 event?

A: We will provide email updates to all participants as soon as we know of any changes. If you previously unsubscribed or are not sure if you're receiving our emails, please try resubscribing [here](#). If you're still unsure if you're on our email list, contact info@resphealth.org, and our team will assist you. We will also post event updates on resphealth.org/cowalunga and on social media including [Facebook](#), [Twitter](#) and [Instagram](#). Additionally, our coaches will reach out to team captains and riders as needed.

Q2: If I register and the event changes from a physical to virtual event, can I get my registration fee refunded?

A: If we must change to a virtual event due to COVID-19, we hope you will still ride with us and support RHA. However, if you would rather cancel your registration, you may request a full refund of your registration fees. You may also choose to treat them as a tax-deductible donation to RHA.

Q3: If the event changes to a virtual ride and I decide to cancel my registration, what happens to the donations I received?

A: If COVID-19 impacts the ride and you decide to cancel, your fundraising dollars will continue to support people who benefit from RHA's work through research, advocacy and programs.

Q4: What do you mean by a "virtual" ride?

A: We are hopeful the 2020 ride will continue as normal on the scheduled August dates. However, due to uncertainty surrounding the COVID-19 pandemic, we are also following other event organizers and industry experts in planning virtual alternatives. We will

continue to follow and adhere to state and federal guidelines and if needed, implement the CowaLUNGa Virtual Ride. This virtual experience would retain many aspects of the traditional event. Riding options may include road miles, stationary miles or spin miles. We would still provide fanny flags, shirts, finisher medals, fundraising incentives and trophies for those who qualify. Additionally, your 2020 virtual participation would count toward earning CowaLUNGa milestones and recognition. Lastly, to keep our CowaLUNGa community engaged, we will make suggestions on how to share your virtual ride stories and ride logs.

Q5: What precautions will you take during the ride to ensure everyone's health and safety?

A: The health and safety of our riders, volunteers and staff has always been our top priority. We will continue to monitor COVID-19 updates and follow guidance from public health and government officials. We will review our existing standards and procedures and increase measures for your safety, not limited to providing more supplies such as hand sanitizer, wipes etc.

Q6: Will a volunteer medical professional be available on the ride?

A: For the past 23 years, a volunteer medical professional has joined our ride to aid in minor medical issues. We will continue to have a medical professional on-site throughout the event this year.

Should you have additional questions, please contact: Gina Schwieger, Senior Director, Special Events at gms@resphealth.org or 312-628-0210