



**"ONE DAY I WILL FIND THE RIGHT WORDS AND
THEY WILL BE SIMPLE." - JACK KEROUAC**

Hello – First of all, we hope this update finds each of you and your families healthy and safe. We would like to thank each of our athletes for your patience since the announcement of our forced cancellation this past week, it has been an exhausting few days trying to work through options and making contact with stakeholders to see what could and couldn't be done as we attempt to pivot from this current situation.

We now have the answers we needed to be able to let athletes know how we will move forward.

VIRTUAL EVENT – we are currently working on a Dynamic Virtual Race Event around mid to end of May, once we have hammered out all the details of this event we will be certain to send you all the details of how you will be able to participate. We are also working closely with Triathlon BC, and several other races to continue to source and provide virtual opportunities for engagement, training and racing in the months ahead. We are actively doing our part for this amazing community that is triathlon, in keeping our community involved, inspired, working toward an event, even if we have to do it together, apart!

All registered athletes affected by this forced cancellation will receive the following:

******2020 Series Pass Athletes - we will be communicating to you in a separate email******

1. WESTWOOD LAKE TRIATHLON

- entry to the virtual event at no additional cost
- transfer to the sprint/standard at the 2020 Elk Lake or Cultus Lake Triathlon at no additional cost **OR**
- early invite code for discounted entry to the 2021 Westwood Lake Triathlon - \$30

2. OLIVER TRIATHLON WEEKEND | WCOC SPRINT/STANDARD

- entry to the virtual event at no additional cost
- transfer to the sprint/standard at the 2020 Elk Lake or Cultus Lake Triathlon at no additional cost **OR**
- early invite code for discounted entry to the 2021 Oliver Triathlon (WCOC sprint/standard) - \$30

3. OLIVER TRIATHLON WEEKEND | HALF IRON & AQUABIKE

- entry to the virtual event at no additional cost
- transfer to the 2020 Cultus Lake Triathlon (Half Iron or Aquabike) at no additional cost **OR**
- early invite code for discounted entry to the 2021 Oliver Half Iron & Aquabike - \$50

Unfortunately, our no refund policy remains in effect.

Q&A

Q: How do I register for the Virtual Event?

A: We will be following up as soon as we have the platform ready to receive your interest in participating and will then be able to provide the information on how to initiate your free registration in that event.

Q: How do I choose which option I want (transfer or early invite for 2021)?

A: Once the platform has been updated on Race Roster to register your choice, we will follow up with further instructions on how to register your choice.

Q: I opted in for registration insurance (RegShield), how do I make a claim?

A: RegShield's process has not changed for cancelled events, regardless of the reason they are cancelled. Coverage is not provided in the case of a cancelled event as outlined in the coverage Terms & Conditions.

Q: Why can't I get a refund?

A: In short, the sunk costs on the first three events outweigh our ability to provide you a refund AND would have a catastrophic impact on Dynamic Race Events' ability to move forward. At all. Ever. The options we have framed out above is the only way to see the final two events of the season be able to proceed and in turn, support our small, family run organization to still be on the 2021 race calendar.

Q: Why can't you postpone these events?

A: We have been speaking with the provincial & regional health authorities, the venues, our suppliers, other events and Triathlon BC. There is universal agreement there are too many unknowns at this point, which in turn has lead us to the decision to provide the aforementioned options to our athletes.

These are unprecedented times, this was certainly not on our radar or our wishes for the 2020 season and in order to ensure that we would be able to provide for you on race day a safe, positive, fun, fulfilling, well supported athlete experience we have been working, as we do year over year, to plan these race days. We have had many supportive, heartfelt messages from our athletes since announcing the cancellations, and for those we sincerely thank you, you have buoyed our spirits in what has proven to be an incredibly stressful week.

We are however aware that this response and plan of options is not going to be received well by a small percentage of our athletes, and we understand, we feel your frustration, we hear you. We're working quickly to help serve the needs of everyone during this time, all while keeping our crew, volunteers, athletes, host communities, and other races safe and supported. Please know we are doing the best that we can and we will reply to each and every email we receive, as quickly as we are able – so long as it is respectful communication.

And remember... as we adopt this new norm of physical distancing; get out for a walk, get some fresh air, remind each other that even if you don't have the right words now, they will come, they'll be simple and they are not so far in the distant future.

Thank you for choosing to support an independent race... stay healthy, facts not fear.

Sincerely,



Angie & the Dynamic Race Crew