

RIDE COORDINATORS (Commercially Assisted Tour) GUIDELINES

Thank you for volunteering to coordinate a ride for the Bicycle Adventure Club (BAC). Volunteer Ride Coordinators help provide the unique flavor and variety of BAC rides. Those participating on your ride will appreciate the time and effort you put into this project.

These guidelines summarize what our members have come to expect on BAC sponsored rides. The Club has few hard and fast rules about how its rides are organized. We are a diverse group, and our rides are scheduled in many different places. We encourage creativity. If you plan to do something that is different from the approach in these guidelines, be sure that you tell us in the Ride Description submitted on the BAC website and in any information sent to Club members.

If you need help with any aspect of your ride, you have the support of the BAC Tours Reviewers, BAC Ride Mentors (listed on the MORE page of the BAC website) and the Board of Directors. The Club office is also an excellent source of information. Please feel free to phone, email or write to us. See the BAC website CONTACT page for contact information.

RIDE MANAGEMENT, Ride Coordinator vs. Ride Director

A Ride Coordinator is a BAC member who has received Board approval to negotiate with a commercial bicycle tour company to provide some services on an overseas ride for Club members. The Ride Coordinator function may apply only to rides that are outside the United States and Canada. A Ride Coordinator plays the lead role in selecting the route, establishing the cost, and collecting funds for the ride from the BAC participants. These Guidelines are for Ride Coordinators.

A Ride Director is a BAC member who has received Board approval to lead a domestic or overseas ride for Club members. A Ride Director is responsible for managing all aspects of the tour, including planning, organizing, directing, and budgeting. A Ride Director is the point of contact for all tour duties. "Ride Directors Guidelines" is a separate document that is available on the MORE page of the BAC website.

THE BASIC PROCESS OF COORDINATING A RIDE

There is nothing inherently difficult about coordinating a ride; it simply requires stepping through a moderately long series of small transactions. See the Ride Coordinator Checklist, Enclosure 1, for a complete outline of the process.

IMPORTANT PREREQUISITE FOR RIDE COORDINATORS

To be a Ride Coordinator for a ride assisted by a commercial tour company, a member must have previously been a Ride Director for an unassisted BAC ride. This prerequisite is intended to provide some assurance that the Ride Coordinator will understand what is expected for a successful BAC ride, and how to mold a commercial ride to the BAC format. **If a member who has not previously been a successful Ride Director wishes to be a Ride Coordinator, then a BAC Board member shall first interview that person**, either by telephone or in person, to ensure that the would-be Ride Coordinator understands and agrees to follow Enclosure 7, Basic Requirements for Commercially Assisted Tours. In particular, the Board member shall be persuaded that the would-be Ride Coordinator understands what it means to "assume essentially the same role as the Ride Director on domestic rides; the only difference being that (some or all) in-country planning and support is provided by a commercial company."

CONSIDERATIONS FOR PLANNING A GOOD RIDE

As Ride Coordinator you are responsible for selecting a tour company and the recommended route. You prepare the description of the ride and you are responsible for its accuracy and completeness. As banker for the ride you determine the cost of the ride and the schedule of payments that you will need from each participant.

A key to successful planning is to begin early. In general, BAC members make their ride participation plans a year in advance, so it is a good practice to have a new ride announced 12-18 months prior to the start date of the ride.

There is no model for an ideal bike ride, though some preference should be given to quiet roads, moderate distances, and moderately priced lodging. Try to make your starting and ending points reasonably convenient to an airport or railroad station where bikes can be transported. If your end points are remote, try to arrange transportation of bikes and people to a location where public transportation is available. Cost is always a factor in planning a ride. If you plan to direct an all luxury ride or a

RIDE COORDINATORS (Commercially Assisted Tour) GUIDELINES

budget ride, be sure your Ride Description states this and your cost estimate is appropriate. Although the type of ride and lodging are the choice of the Ride Coordinator, moderately priced lodging may reduce the cost and increase the value of the ride.

For some valuable ride planning philosophy and tips from experienced ride leaders, see the following documents that are available on the MORE page of the BAC website: “How to Organize a Ride” and “Tips on Directing a BAC Ride in Europe.”

To estimate the cost for each ride participant, refer to the “Ride Proposal Budget Worksheet” that is available on the MORE page of the BAC website. At the time a participant is added to a ride, you will collect an initial deposit. This deposit will include the nonrefundable BAC Ride Registration Fee and any additional amounts needed for the tour company payment schedule. Before proposing a ride you will have to estimate the total cost per rider and the amount of the initial deposit per rider, and include this cost information in the Ride Description. In addition, at the time the ride is proposed, you will receive a request to email the “Ride Proposal Budget Worksheet” to the assigned BAC Tours Reviewer. Since the cost of an international tour with a tour company can be substantial, it may be appropriate to arrange a payment schedule with the tour company, and to allow participants to pay in several installments.

If you would like to lead a ride that does not conform to all these “good ride” definitions, but you think ten or more of our members would enjoy it anyway, discuss it with the BAC Tours Reviewer or a BAC Board Member. “Adventure” is our middle name, and this is a guidelines document, not a rulebook. Just be sure that the Ride Description and communications with participants accurately describe the non-guideline parameters.

IMPORTANT NOTE: To avoid similar rides in the same region at the same time, notify the BAC Office as soon as possible of the approximate dates and location of the ride. In addition, early notification may allow the Tours Review Committee to suggest linking two different rides in the same part of the world.

BAC RIDE RATING SYSTEM

One of your important decisions is to judge the difficulty of the ride. The BAC ride rating system is described on the website as follows:

Beginning with 2012 rides, a new two-part rating system will be used: a quick-look Number – Letter rating expressing four Climbing Levels and four Distance Levels, and a new Ride Rating Paragraph describing above-average conditions that will be encountered. The quick-look rating will be determined from the average daily elevation gain and average daily distance for required* ride days using the 'Level' categories in the table below. For example, a 2012 ride with an average required elevation gain of 2400 feet and an average required distance of 40 miles will be rated 2B. The Ride Rating Paragraph will show the elevation gains and distances for required days individually rated above the quick-look limits. The paragraph will also provide data for other challenging conditions. The nine conditions listed below are reminders. If Items 1 and 2 apply, provide data. Items 3 through 9 are subjective prompts; using your good judgement, express significant challenges. The Alert icon (!) will no longer be used. The Commercially Supported icon must be used to denote rides that are supported by a commercial outfitter. The old rating system will continue to be used for 2011 rides.

Average Daily Climbing Required*

Climbing Level 1	Up to 1500 ft
Climbing Level 2	1500 to 2500 ft
Climbing Level 3	2500 to 3500 ft
Climbing Level 4	More than 3500 ft

Average Daily Mileage Required*

Distance Level A	Up to 35 mi
Distance Level B	35 to 50 mi
Distance Level C	50 to 65 mi
Distance Level D	More than 65 mi

RIDE COORDINATORS (Commercially Assisted Tour) GUIDELINES

Members must read carefully the Ride Rating Paragraph before joining the ride. Data will be shown for any of the following conditions that will be (or are likely to be) encountered:

1. Required ride days that (if separately rated) exceed the Climbing Level limit or Distance Level limit.*
2. Grades above 8%.
3. Long and frequent climbs.
4. Riding at high altitude.
5. Difficult road conditions: rough surfaces, no shoulder.
6. Heavy traffic.
7. Complex navigation.
8. Extreme weather possibilities.
9. Long distances between, water, food or shelter.

*Alternative routes or optional rides, such as those offered on rest days, are not included in the ride ratings.

The rating system allows members to select rides that are within their cycling ability. Don't underrate or overrate your ride. The rating should apply to most days of the ride. Try to plan your tour so that there is a reasonably consistent ride rating throughout, though few will object to an occasional 2B day on a 3C ride. Try to provide an easier alternative for any day that is more difficult than your overall rating. If you cannot avoid an abnormally long or difficult day of cycling, try to alternate it with an easy day or a rest day. See Enclosure 2, Ride Description, for a ride rating example.

PROPOSING YOUR RIDE

You propose your ride online through the BAC website. Log-on to the website, click on "Propose a Ride" in the Member Services window, and fill out the form. See Enclosure 2 for details concerning how to propose a ride. A Ride Proposal may be submitted at any time. After submittal of the proposed Ride Description, a BAC Tours Reviewer will review your proposal. If the proposal is satisfactory, the Tours Reviewer will request approval by the BAC Board. After Board approval the ride will be announced to the membership in the next email "Monthly Update" (on the first work day of the month). For scheduling purposes, you should plan for this review and approval process to take approximately 30 days.

Although a list of previously used commercial tour companies is available as shown in Enclosure 8, it is your sole responsibility to establish your personal confidence in their services, obtaining if necessary, references from previous BAC Ride Coordinators who used them and BAC riders on their tours, in order to ensure their performance will still meet BAC's performance and ethical standards at the time of your tour. It is also your responsibility to deliver written evidence of adequate general liability insurance to the BAC Tour Reviewer assigned to review your tour. See the later section on "LIABILITY INSURANCE".

You must also prepare a "Ride Proposal Budget Worksheet", available on the MORE page of the BAC website. After your Ride Proposal is submitted, the assigned Tours Reviewer will contact you and request this worksheet. The Tour Reviewer will also request that you provide the distance and elevation gain for each required ride day (alternative routes or optional rides, such as those offered on rest days, should not be included). This data will be used to verify your proposed ride rating.

THE RIDE DESCRIPTION AND OTHER CORRESPONDENCE

The online "Propose a Ride" form requires certain standard information and a brief essay style Ride Description. Enclosure 2 lists the standard information required and outlines topics to cover in the Ride Description. After the BAC Board approves the ride, this Ride Description will be published on the BAC website. This description should tell enough about the ride so members can decide whether to contact you for more information. Our membership includes cyclist of all ages and abilities. We have new members who have never been on a BAC ride. Help them to pick the right ride by providing complete and accurate information in you Ride Description and other communications.

The description you send to members who sign up for the ride should be more detailed and should answer most of the basic questions. This description should be sent to all participants well in advance of the ride. It should include the towns where you will stay each night, the estimated distance cycled each day, the type of terrain for each day, and a description of expected traffic conditions. The availability of paved shoulders when traveling in heavy traffic is important. Be sure to provide the normal and extreme temperatures which might be encountered, and whether to expect rain. If you will be using unpaved roads,

RIDE COORDINATORS (Commercially Assisted Tour) GUIDELINES

say so. If super-light bicycle equipment is not suitable for road conditions, say so. If there will be no luggage van, say so. If there will be any substandard accommodations, say so.

RESPONSIBILITIES AFTER A RIDE IS APPROVED

After your ride is approved by the BAC Board and announced to the membership, the primary activities of the Ride Coordinator will include managing the participation list, collecting and banking payments from ride participants, and working with the tour company.

For the details of how to manage the ride participation list, see the “How to Manage Your Ride on the BAC Web Site” document that is available on the MORE page of the BAC website. Update your participant list on the website as often as it changes so members and administration know the current status of your ride. (i.e. is the ride full? or is there space available?). For suggestions of how to assist single riders seeking roommates, see Enclosure 6.

The online ride registration and participation management system is structured to process ride registration with the following steps.

1. On the website, a member clicks the appropriate link to submit a request to participate in the ride. These links are located just below the Ride Description. When a link is clicked the member name is automatically added to the “Waitlist” on the website.
2. At the same time, the Ride Coordinator is automatically notified by email that a member has submitted a request to go on the ride. **NOTE: before accepting an applicant onto the ride**, the Ride Coordinator may want to email or phone the member to determine their suitability for the ride. The Ride Coordinator has sole discretion to determine who is accepted. Acceptance criteria may include cycling experience, collegiality, rooming needs, past service to the Club, order of sign-up, or other criteria that the Ride Coordinator deems appropriate.
3. When the Ride Coordinator decides to accept the member as a ride participant, the Ride Coordinator sends an email to notify the rider participant and to **request the ride deposit**. Note: this is also a good time to request the liability waiver forms.
4. **After receipt of the deposit**, the Ride Coordinator moves the ride participant name from the “Waitlist” to the “Participation List” on the website. When the ride participant name is added to the “Participation List,” the ride participant receives an automatic email notification that they are on the ride.

For the online ride participation management system to work as intended, Ride Coordinators **should not** add names to the participation list until deposits are received. Note that, for every name that is on or has been on the participation list, a \$50 Ride Registration Fee must be remitted to the Club before the ride.

BAC Ride Coordinators take in substantial amounts of money from ride participants and hold these funds for long periods of time. It is important to maintain accurate records of all funds received and disbursed and to let the BAC Office know where these funds are held. It is suggested (not required) that these ride related funds be kept in a separate bank account. Within 30 days after approval of a ride, notify the BAC Office of the following information concerning the bank account used for the ride funds: the bank name, address, and account number. In the event something happened to a Ride Coordinator, it would be important that the BAC Office have this information.

Closer to the time of the ride, you should send each participant a list of the names, addresses, and telephone numbers of each overnight accommodation. Remind participants that a list of the participants on the ride is available on the Ride Description page on the BAC website. Tell them if there are special dress requirements for dinner. Tell them about any restrictions on baggage size. Tell everyone to have name tags on baggage. If there is a question whether members will go home or stay overnight on the last day of the ride, ask if they want a room reservation, or tell them to make their own. Tell members what equipment (tools, pumps, parts, etc.) and services (airport shuttle, daily sag support, etc.) will be provided by the tour company.

TOUR COMPANY PERSONNEL GRATUITIES (Tips)

For Commercially Assisted rides, tips may be appropriate for tour company personnel (other than the owners) who are directly involved with day to day support of the ride (guides, bus/van drivers, etc). In general, tips may be a significant portion of their compensation. It is a good practice for the Ride Coordinator to plan in advance for reasonable and equitable tips. Plan to ensure

RIDE COORDINATORS (Commercially Assisted Tour) GUIDELINES

reasonable and appropriate tip amounts and to ensure that the ride participants are involved in deciding the amounts. This tipping plan should be communicated to the ride participants prior to the ride.

Following are two suggested tipping plans.

1. Include a generous tip estimate in the ride budget and collect this amount in the ride deposits. NOTE: if the tip estimate is too generous, the extra can be refunded after the ride. In a pre-ride communication to the ride participants, explain that estimated tips are included in the budget and that the final tip amounts will be determined by the group near the end of the ride. Near the end of the ride, coordinate a group discussion with the ride participants to determine appropriate tip amounts. The Ride Coordinator would pay these tip amounts from the ride budget. NOTE: at their discretion, individual ride participants may pay additional tips from their pockets.
2. In a pre-ride communication to the ride participants, advise them to be prepared (cash and envelopes) to tip the tour company personnel. In this communication, suggest an estimated amount for tips per ride participant. Near the end of the ride, coordinate a group discussion with the ride participants to determine appropriate tip amounts. On the basis of this group discussion and their individual judgment, each participant would pay their tips from their pockets.

REIMBURSABLE EXPENSES

A Ride Coordinator for a commercial tour is exempt from the BAC Ride Registration Fee, and receives a free membership the following year. If a tour has more than one section, one Ride Coordinator for each section may receive these benefits. Unlike Ride Directors, Ride Coordinators may not be reimbursed for any scouting or operating expenses. The Ride Coordinator(s) may neither solicit nor receive from the organizer or the members any perquisites such as airfare or lodging costs or portions thereof, or any other future benefit not offered to other members on the ride.

CANCELLATION POLICY

The Ride Coordinator should establish his or her own policy on what refunds to give when a rider cancels from a tour. For most commercial rides, this policy will be determined by the tour company. Nevertheless you need to establish a refund policy for the funds you collect for administrative expenses. The BAC Ride Registration Fee is nonrefundable. It is particularly important that the policy cover the situation in which there is no replacement for the canceling rider(s). For example:

If no replacement is found for you, refunds will be based on the following:

- You will be charged for all deposits and fees which cannot be recovered.
- You will be responsible for additional charges other riders may incur as a result of your cancellation.
- If you are a single person sharing a room, you may be liable for additional charges your former roommate incurs.
- In all cases, the refund will be delayed until after the tour is completed
- If you cancel, we make every effort to recover your money. Hopefully, the rules above are a worst case scenario

It is important to prepare a written statement of the cancellation policy that includes the applicable policies of the tour company. **This written policy statement should be provided when members first inquire about your ride.**

LIABILITY INSURANCE

BAC maintains domestic and international general liability insurance policies that provide liability coverage for BAC employees, the Board of Directors, Ride Directors/Coordinators, and BAC Members for specified types of claims that allege bodily injury or property damage by a third party in connection with BAC rides and BAC events. Many ride leaders also obtain a personal umbrella policy for additional liability coverage. The Club policies are intended to cover claims for negligence and are not medical insurance policies for accidents that might happen on a trip. If someone accidentally falls off their bike or rides into a tree, the policies do not provide coverage. All riders should carry their own basic health and accident insurance.

For all commercially assisted rides the tour company must provide written confirmation that the company will maintain a general liability policy in the amount of \$1M per occurrence and \$2M in the aggregate in force during the tour. The Tours Reviewer assigned to review your tour will request from you a copy of this coverage, and when the ride is approved the

RIDE COORDINATORS (Commercially Assisted Tour) GUIDELINES

confirmation of the coverage must be delivered to the BAC office. The best form to obtain is a Certificate of Insurance provided directly to you from the commercial tour company's insurer, which names BAC as an Additional Insured for the time frame of the tour. This Certificate of Insurance or lesser evidence will be accepted at the discretion of your Tours Reviewer and is subject to final approval by the Board.

BAC requires all participants to sign the Waiver And Release Of Liability and Application For Ride forms prior to joining a ride. The latest revisions of these forms are available on the MORE page on the BAC website. In addition to the cautions and warnings that members receive from reading and signing these forms, you should instruct your ride participants to obey all of the traffic laws, to be aware of road and ride hazards, and to cycle safely. An excellent forum for such instruction is during the Introductory Meeting and at the meetings each evening. As an outline for a safety talk you can use the BAC Safety Reminder Form from the MORE page on the website.

If you have specific questions, consult your insurance adviser or your lawyer. We cannot furnish advice on insurance or legal issues.

TRAVEL INSURANCE, MEDICAL INSURANCE and EMERGENCY MEDICAL EVACUATION COVERAGE

Participants should be advised to purchase an insurance policy that provides adequate protection for rides in the USA and elsewhere. It should be fully comprehensive, especially for ride cancellations, medical expenses and theft, and should provide coverage while cycling. In addition, participants should consider emergency medical evacuation coverage. Details concerning evacuation coverage can be found in the Summer 2005 and Summer 2006 editions of the BAC eBulletin (available on the BAC website).

INCIDENT PROTOCOL

In the unlikely event of an injury requiring the attention of a medical professional, focus your efforts on helping the injured party. Do your best to inform the van driver and others about your focus and what is expected of them. Use your judgment and leadership skills. Enlist help.

1. Get the names, addresses, and phone numbers of any witnesses.
2. Determine which agency (e.g. police, highway patrol, etc.) investigates the incident.
3. Contact the appropriate agency.
4. Take photographs and complete the BAC Incident Report (Enclosure 5).
5. Submit the Incident form to the BAC Club office as soon as possible.

In the event of a death of a participant, you should do the following:

1. Contact the local authorities.
2. Contact the listed emergency contact for the deceased.
3. Contact the US Consulate if you are outside the US.
4. Do what the local authority tells you to do.
5. Complete the BAC Incident Report (Enclosure 5) and submit it to the BAC Club office.

CANCELLATION OF A RIDE BY THE RIDE COORDINATOR

If you must cancel your ride, do so as early as possible. This permits participants who have registered for your ride to make other plans. Before notifying the ride participants, please contact the BAC Tours Reviewer. The BAC Tours Reviewer may find a replacement Ride Coordinator to take over your ride. If the ride is cancelled, the BAC Ride Registration Fee should be refunded to each participant, along with the rest of his or her deposit. This is the only instance in which the Ride Registration Fee is refunded.

RIDE COORDINATORS (Commercially Assisted Tour) GUIDELINES

CLUB LOGO SOUVENIRS

If the you want to give the ride participants souvenirs with the BAC Club Logo, there are numerous logo items available from the following supplier:

Mr. Stitch Embroidery
13714 Ventura Blvd
Sherman Oaks, CA 91423
Phone: 818-386-9626
Website: www.mr-stitch.com

In addition, BAC logo luggage tags can be purchased from the BAC Office.

INTRODUCTORY MEETING

Hold an introductory meeting before the start of the ride. Cover the following agenda:

Introduce everyone. Hand out ride packets with name badges. Review the itinerary. Review the first day's ride. Discuss van driver logistics. Discuss how emergencies are to be dealt with. Remind riders to wear their helmets, to carry identification and adequate clothing, to be properly hydrated, and to use proper sun protection.

Introduce the van driver from the tour company and request that the participants cooperate with luggage van protocol including all the following that apply.

- ◆ Responsibility of participants to load their luggage into the vehicle and to carry their luggage to the room when they arrive at the night's lodging.
- ◆ Agreement on hand signals (e.g. pat on head) to be used to communicate to the driver that a rider needs help.
- ◆ Instructions for when riders take shelter due to inclement weather. Bikes must remain in clear view of the road for the driver to see.
- ◆ Respect for the driver's responsibility to keep the van equipment and supplies organized.
- ◆ Discussion about leaving bikes in a location that could readily lead to damage by a moving luggage van.
- ◆ Discussion on the general approach to be followed in the case of using two vehicles.
- ◆ Make clear to participants that if they choose to take a detour or side trip, they must inform you of their plans. Advise them of the risks, and stress that they will be on their own. The first obligation of the Ride Coordinator, tour company leader and luggage van driver is to the tour participants on the planned route.

Review bicycle safety practices, using the "Safety Reminders" on the MORE page of the BAC Website

DAILY MEETINGS

Usually there is a social gathering each evening before dinner. A selection of non-alcoholic beverages, beer, wine and some snacks may be provided depending upon what the hotel permits in the meeting room. These social gatherings are a special part of each BAC ride. They establish the camaraderie we want to create, and are a lot of fun. This is a good time to provide a briefing on the route for the next day. In this briefing, you may want to highlight points of interest, food stops and bicycle shops that are on or near the route. *Always discuss any known safety hazards of the next day's route.*

DISRUPTIVE PARTICIPANTS

Under the Club Bylaws you, as Ride Coordinator, have the right to exclude a disruptive participant from the ride. In the unlikely event that you must do so, you must give written notice to the member before expelling him or her. Refer the member to the Club Bylaws and to the Waiver And Release of Liability and Application For Ride forms that each participant signed prior to the ride.

RIDE COORDINATORS (Commercially Assisted Tour) GUIDELINES

Enclosures to these Guidelines:

- #1. Ride Coordinator Checklist
- #2. Ride Description (including example)
- #3. Financial Summary for Ride Coordinators — **for prompt return to the BAC Office after the ride.**
- #4. Reimbursable Expenses for Ride Coordinators
- #5. Incident Report — **take this form with you on your ride**
- #6. Suggestions for Assisting Single Riders
- #7. Basic Requirements for Commercially Assisted Tours
- # 8. Tour Companies with Liability Insurance

RIDE COORDINATORS (Commercially Assisted Tour) GUIDELINES

Enclosure 1: Ride Coordinator Checklist

Prerequisites for becoming a Ride Coordinator

- A Ride Coordinator must be a BAC member.
- A Ride Coordinator must have been a participant on at least one BAC ride.
- **A Ride Coordinator must have been a Ride Director, or complete an interview with a BAC Board member** (see Considerations for Planning a Good Ride on page 1, and especially Enclosure 7, Basic Requirements for Commercially Assisted Tours).

Planning a Ride

- To enhance the opportunity for the Tours Reviewers to coordinate ride schedules and avoid conflicting rides, **notify the BAC Office as soon as preliminary planning begins**. The intent is to avoid two rides in the same area at the same time.
- Ride Coordinators need internet access.
- Review the applicable documents on the MORE page of the BAC website. These documents include the documents referenced in these Guidelines and others, including: “How to Apply for a BAC Ride” and “Ride Approval Process”.
- Read and understand these “Guidelines” and Enclosure 7, Basic Requirements for Commercially Assisted Tours.

Payments and Relations with the Tour Company

- Ride Coordinators should establish a cost agreement for different numbers of riders (e.g. 10, 15, or 20).
- Ride Coordinators should establish a payment schedule with the outfitter at the beginning of negotiations. Be wary of sending too much money too soon.
- BAC members must send all payments to the Ride Coordinator and not to the commercial outfitter.
- Ride Coordinators must send funds to the commercial outfitter in behalf of BAC, not individual members.
- The ride cancellation policy needs to be consistent with that of the tour company. The Ride Coordinator administers the cancellation policy and refunds.

Proposing a Ride

- Use the BAC website online Propose a Ride page. See Enclosure 2 for details.
- Prepare a “Ride Proposal Budget Worksheet”. After your ride proposal is submitted, the assigned Tours Reviewer will contact you and request this worksheet. This worksheet is available on the MORE page of the BAC website.
- Consider including tips for tour company personnel in the budget estimate. See the section on page 4 of these Guidelines entitled “Tour Company Personnel Gratuities”.
- Include a minimum budget contingency of 10%. For commercially assisted rides with a fixed price in \$US, this contingency may be reduced.
- **Provide the Tours Reviewer written confirmation that the commercial tour company has liability insurance.** For some tour companies, insurance has been confirmed previously; refer to Enclosure 8, Tour Companies with Liability Insurance, and check with the BAC Tours Reviewer.
- Ride Description minimum expectations:
 - Limit the description to 700 words or less.
 - Describe the major items included in the cost estimate including: the number of nights of lodging, the number of group meals, daily social hours, luggage van and other transportation.
 - Ride Rating Paragraph: Provide content in accordance with the requirements stated in the ride rating system.
 - State the scouting status of the routes.
 - Specify the arrival and departure dates, locations, and times.
 - Summarize the tour route and define the number of multiple night stays (rest days).
 - Describe any unusual conditions including lodging, meals, social hours, luggage transport, sag support, etc.
 - If daily briefings/social hours will not be held, state this in the Ride Description.
 - Policies concerning single and solo participants.
 - Summarize the cancellation policy, and include a statement that the \$50 BAC Ride Registration Fee is nonrefundable.

RIDE COORDINATORS (Commercially Assisted Tour) GUIDELINES

Enclosure 1: Ride Coordinator Checklist (continued)

After Ride Approval

- Within 30 days after approval, provide bank account information to the BAC Office.
- Manage the participation list and the wait list on the BAC website (see “How to Manage Your Ride on the BAC Web Site”, found on the MORE page).
- Assist single participants with finding a roommate (see Enclosure 6).
- Prior to adding a member to the participation list, collect the initial ride deposit that must include the \$50 BAC Ride Registration Fee.
- At the time the initial deposit is requested, provide each participant a complete statement of your cancellation policy.
- Maintain records of all money collected and expended for the ride (see Enclosure 3).
- Comply with the BAC reimbursable expense policy (see Enclosure 4).
- Obtain completed Waiver And Release of Liability and Application For Ride forms from each participant. The latest revisions of these forms are available on the MORE page of the BAC website.
- Communicate to your riders the plan for tipping tour company personnel (see Tour Company Personnel Gratuities, page 4).
- Remind participants to update their emergency contact information on the BAC website.
- Remind participants to consider appropriate travel, medical and emergency medical evacuation insurance, or emergency medical evacuation provider coverage.
- Only BAC members may participate on a ride.
- Do NOT arrange rental bicycles for participants.

Before the Ride

- Check the status of the emergency contact information on the BAC website. Make a copy of the emergency contact information to take on the ride.
- Make copies of the Incident Report form (Enclosure 5) to take on the ride.
- Send the following to the BAC Office:
 - Originals or copies of the signed Waiver And Release of Liability and Application For Ride forms.
 - A check for the Ride Registration Fees, including cancellations.
 - The tour itinerary and lodging list including hotel phone numbers.

During the Ride

- Allow only BAC members on the ride.
- Manage the ride personally.
- At the initial meeting, include a safety briefing. Use the Safety Reminders that are available on the MORE page of the BAC website.
- Recruit a participant to write a one page Tripper report and arrange for a group photo (.jpg format). “Guidelines for Tripper Reports” are available on the MORE page of the BAC website. Suggestion: take a copy of these Tripper guidelines to give to the report writer.
- Report any incident involving serious injury to the BAC Office. See Enclosure 5, Incident Report form.
- Lead discussions at daily briefings/social hours.
- If necessary, address disruptive behavior of any participant.

After the Ride

- Send to the BAC Office the Financial Summary form (Enclosure 3) and a check for any residual Ride Registration Fees, including cancellations, that were not submitted before the ride. For help in your calculations, download the “Ride Coordinator’s Financial Summary” spreadsheet from the MORE page on the BAC website.
- Send the Financial Summary form (Enclosure 3) to each participant, along with any refund.
- Send copies of your route sheets, maps, hotel schedule, and other documents provided to the riders to the BAC Office.
- Send (email) the Tripper Report and group photo to the BAC Office.
- Send (email) names of potential future ride leaders to the BAC Office.

Please send all information to:
BAC Office: PO BOX 23998, San Diego, CA 92193
email: office@bicycleadventureclub.org

RIDE COORDINATORS (Commercially Assisted Tour) GUIDELINES

Enclosure 2: Ride Description

To submit a Ride Proposal on the BAC website, login to the website with your username & password, and in the Member Services window on the left side of the HOME page click on “Propose a Ride”. If you have problems, contact the office manager, Nancy Bohnett, at office@bicycleadventureclub.org

To allow BAC members to determine their interest in the ride and their capability to enjoy the ride, the Ride Proposal should include the following:

Basic information required in the BAC website “Propose a Ride” form.

- Ride Coordinator name.
- Tour company name.
- Starting location.
- Finishing location.
- Ride begins on (date).
- Ride ends on (date).
- Ride Rating (this is an important factor to members considering the ride and their capability).
- Estimated cost (the estimated cost per rider from the “Ride Proposal Budget Worksheet”).
- Amount of the deposit required (refer to the “Ride Proposal Budget Worksheet”).
- Maximum and minimum number of riders.

Ride Description

- Limit to 700 words or less.
- Total number of riding days.
- If this is a repeat of a previous BAC ride, mention the ride name and date.
- The number of days of lodging included in the ride. Is the night at the end of the last day of riding included?
- Transportation (airports, etc) access to the start and finish location(s) for the ride.
- Ride highlights (scenery, sights, history, etc.). Feel free to use ideas from Ride Descriptions on the BAC website.
- Ride Rating Paragraph: Provide content in accordance with the requirements stated in the ride rating system.
- Other unusual conditions – if lodging, meals, sag support, etc. may be different than the usual BAC ride, please describe the differences briefly.
- If daily briefings/social hours will not be held, specifically state this.
- Ride Coordinator familiarity with the locale of the ride and the tour company.
- Tour company – include some background information; reference their website.
- Estimated cost per rider – describe the major items included: lodging (double occupancy), number of group meals, daily social hours, luggage van, etc.). Plans for currency exchange rate fluctuations should be mentioned. If you have an estimate, state the amount for a solo supplement.
- Policies concerning single riders. State whether the Ride Coordinator will assign roommates, or whether single riders will be required to find their own roommate. State whether solo riders (no roommate) will be allowed, and the estimated amount of the single cost supplement.
- Last date to register (if applicable).
- Summarize the cancellation policy. Include a statement that the \$50 BAC Ride Registration Fee is nonrefundable.

RIDE COORDINATORS (Commercially Assisted Tour) GUIDELINES

Enclosure 2: Ride Description (continued)

Ride Description Example: White Villages of Andalucia

SUMMARY: This new tour of Andalusia, Spain, includes 11 days of cycling, starting in Granada and ending in Malaga. Simon Proffitt, of Iberocycle (www.iberocycle.com), conducts the tour, his 2nd for BAC. The first was the wonderful BAC Northern Spain tour in 2009 which he prepared and conducted for Iron Donkey.

Andalusia is quintessential Spain: whitewashed villages with narrow cobbled streets and window boxes overflowing with geraniums, olive plantations, passionate flamenco, tapas bars, and Moorish-influenced architecture. This region offers some of the most scenic cycling to be found on the Iberian Peninsula. We'll ride through the lush green countryside, past dramatic limestone mountains, olive groves stretching to the horizon, vineyards, and bull ranches, as well as along the beautiful coast. We'll also visit the famous cities of Granada, Seville, Cordoba, Ronda and Malaga. During a 2-day stay in Cordoba we'll travel by high-speed train to spend a day in Seville (tour by foot or bicycle). In addition to spectacular riding, we'll have opportunities to enjoy olive oil tasting; olive mill, winery and tapas bar tours; flamenco; and visits to ancient mosques, castles, palaces, and the oldest bullring in Spain. Distances average 50 miles/day (30-62 mile range). Options available most days for those wanting to extend the mileage. This ride is rated 3B. The average per day climbing is 3200 with range between 1100 to 4900 elevation gain. Most routes follow paved, little-trafficked back roads. Iberocycle has scouted all routes.

RIDE RATING: X required ride days exceed the quick-look 3B rating. Day x: yy miles and xxxx feet of climbing; Day y: xx miles and yyyy feet of climbing. Challenging conditions: specify here.

OVERNIGHTS: One night in Granada, Montefrio, Zuheros, Ecija, Cabra, Antequera, Arcos de Frontera, Vejer de la Frontera and Malaga. Two nights each in Cordoba and Ronda. All lodgings can accommodate singles sharing a room.

LOGISTICS: Meet in historic Granada on the afternoon of Sunday, May 8th. The ride ends in Malaga on Saturday, May 21st after breakfast. Arrive and depart via Granada Airport or Malaga's Pablo Ruiz Picasso International Airport. Iberocycle has Trek road bikes and hybrids for rental; arrangements for rentals should be made directly with Iberocycle.

COSTS: Estimated tour cost is \$2450 based on the current value of the dollar (0.78 euros) and includes a 10% contingency: \$xxx due at sign-up, \$xxx due by Oct 15th, final payment of \$xxx due Jan 15th, 2011. Includes 13 overnights with breakfast, 5 dinners, maps & cue sheets, daily social hours, luggage transfer & vehicle backup for emergency rescues, bike box storage, transfer from Tarifa to Malaga (final riding day), and \$50.00 BAC ride fee.

ADMINISTRATION: To request to join this ride, click a sign-up link below. If accepted, you'll receive an e-mail message requesting a deposit of \$xxx (includes \$50 non-refundable BAC fee) payable to the Ride Coordinator. Your name will be added to the Participant List when your deposit is received. Contact me by clicking my name at the top of this ride description if you have questions. RDs will introduce and assist singles to find roommates, but singles must make their own rooming decision. Solo riders (rooming alone) are welcome, subject to priority given to double occupancy, for additional deposit of \$xxx as Single Supplement.

CANCELLATIONS: Refunds for cancellation, less the BAC \$50 fee, will depend upon a replacement rider and costs that can be recouped. If a replacement cannot be found, the cancellation policy on the Iberocycle website (www.iberocycle.com) will be in effect. In addition, refunds will be based on the principle that tour participants will not incur any additional cost as a result of cancellations. Depending upon the date of cancellation, refunds may be delayed until after the tour is completed. Solo riders with a roommate who cancel will be liable for single supplement charges if no replacement can be found.

For questions ...

Contact the BAC Lead Tours Reviewer: see the "CONTACTS" page on the BAC website.

OR:

Nancy Bohnett BAC office

PO BOX 23998, San Diego, CA 92193

Phone/Fax: (858) 715-9510

email: office@bicycleadventureclub.org

RIDE COORDINATORS (Commercially Assisted Tour) GUIDELINES

Enclosure 3: Financial Summary for Ride Coordinators

Please complete the summary,* sign and date it at the bottom, and return it promptly with a check for the amount of any residual BAC Ride Registration Fees, including cancellations, that were not submitted before the ride, to:

Bicycle Adventure Club, PO Box 23998, San Diego, CA, 92110

* Use the Ride Coordinator's Financial Summary that is posted on the MORE page of the BAC Web site.

RIDE COORDINATORS (Commercially Assisted Tour) GUIDELINES

Enclosure 4: Reimbursable Expenses for Ride Coordinators

A Ride Coordinator for a commercial tour is exempt from the BAC Ride Registration Fee, and receives a free membership the following year. If a tour has more than one section, one Ride Coordinator for each section may receive these benefits. Unlike Ride Directors, Ride Coordinators may not be reimbursed for any scouting or operating expenses. The Ride Coordinator(s) may neither solicit nor receive from the organizer or the members any perquisites such as airfare or lodging costs or portions thereof, or any other future benefit not offered to other members on the ride.

RIDE COORDINATORS (Commercially Assisted Tour) GUIDELINES

Enclosure 5: Incident Report (page 1 of 2)

BICYCLE ADVENTURE CLUB INCIDENT REPORT

MAIL TO:
Bicycle Adventure Club
PO BOX 23998
San Diego, CA 92193

Name and dates of ride _____

Ride Director or Coordinator _____

Commercial operator, if any _____

Date and Time of Incident: _____

Location: _____

Road Surface Condition: (e.g. wet, dry, icy) _____

Injured Party

Name _____ (Age) _____

Address _____

City _____ State _____ Zip _____

Phone _____

Guardian of injured party, if a minor _____

Address _____

Phone _____

Was injured party a BAC ride participant? _____

If not, describe status _____

Describe what happened _____

Describe Injury: _____

RIDE COORDINATORS (Commercially Assisted Tour) GUIDELINES

Enclosure 5: Incident Report (page 2 of 2)

Disposition of Injured Party: (e.g. on-site care, ambulance to hospital, fatality)

If hospitalized, name and location of hospital

Was a police report filed? If so, with what department ?

Witnesses to incident

WITNESS NAME	ADDRESS	TELEPHONE NUMBER

Use the back of this form if necessary. Use diagrams and attach photos of the scene, if available.

Person completing this form

Name _____ Capacity _____

Address _____

Phone _____

Signature _____

Any questions about completion of form, call Bicycle Adventure Club, Phone (858) 715-9510

RIDE COORDINATORS (Commercially Assisted Tour) GUIDELINES

Enclosure 6: Suggestions for Assisting Single and Solo Riders

The Ride Director or Ride Coordinator (ride leaders) determines the policy regarding single riders (Singles) and riders desiring to room alone (Solos) for his/her rides. So that these riders will not feel excluded from club participation, please consider these points:

- Ride leaders accepting Singles should assist them to find roommates.
- Ride leaders accepting Solos should provide fair ride acceptance conditions and state a “Single Supplement” deposit (mainly for 50% cost of double occupancy room rate) will be required.

Singles: Riders Requesting Roommates on BAC Rides

Ride leaders are encouraged to accept and then assist Singles in finding roommates or, in case of cancellation by a roommate, a replacement roommate.

Actions that can be taken:

- Bulletin Board posting – by the Participant
- Notice in the Monthly Update “Roommate Wanted” – by the Participant
- Notice in the Monthly Update “Space Available” – by the Ride Leader
- Opening posted in the “Comments Section” of the Ride Description – by the Ride Leader

When two Singles who are potential roommates are identified, the ride leader should give the personal contact information to each of these potential roommates and ask them to communicate and make a decision whether or not to share a room. Typical questions might be: “Do you need your roommate to be your riding partner on the ride?” “Do you have any personal habits that may disturb your roommate?”

Once two Singles decide to be roommates, the ride leader should ensure they clearly understand his/her Cancellation Policy regarding Singles. Unless the roommates have agreed otherwise, the deposit made by a Single canceling can be used to offset the Single Supplement fee due from the now Single who wants to stay on the tour. If no roommate is available, or if remaining Single now wishes to room alone, the ride leader should let the remaining Single stay on the ride as a Solo by paying the Single Supplement. If not acceptable to the remaining Single, the ride leader, at his/her sole discretion, may agree to continue the search for a roommate and/or may offer the room to another couple on the waiting list. A remaining Single who cannot continue without a roommate should have his/her deposit refunded. However, a creative alternative to this outcome would be for the ride leader to suggest the rotation of each willing single participant so each will have one or more overnights as a Solo and this group will share the Single Supplement cost.

Solos: Riders Requesting No Roommates on BAC Rides

Ride leaders are encouraged to accept Solos who desire and can afford to room alone. A legitimate reason for denying a Solo is the lack of available rooms offered at lodgings. In order to have the maximum number of riders sharing the fixed costs, a ride leader, on a tour where rooms are limited, may not want to accept a Solo until the demand for double occupancy spaces has been satisfied.

If a ride leader can accommodate a Solo he/she may also accept the request of the Solo to room with a non-cycling spouse or partner, providing van transportation for the non-cycling member is not requested. The non-cycling roommate must be a BAC member, sign the tour application and release forms, and share whatever tour costs the ride leader determines as necessary and fair.

RIDE COORDINATORS (Commercially Assisted Tour) GUIDELINES

Enclosure 7: Basic Requirements for Commercially Assisted Tours

Introduction

The origins of Bicycle Adventure Club are in tours developed and led by individual members. In recent years, however, an increasing number of tours proposed by BAC members have involved bicycle touring companies acting as the primary operator of the trip. While the BAC recognizes that in the right situation commercial assistance can be appropriate as a means to offer members expanded choices, the following guidelines are intended to ensure that trips involving commercial touring companies will conform to the goals of the Club and at the same time not adversely impact those members who develop and lead their own trips.

These guidelines reflect the preferences of the BAC Board, although in the case of any specific proposed trip, the Board has the discretion to deviate as it sees fit.

Restrictions on use of commercial tour companies as primary operators of a trip

In order to limit the impact of commercial tour companies on the Club's member led tours, the following restrictions will apply when a commercial touring company is proposed as the primary operator of a trip:

1. No such tours will be approved in either the United States or Canada.
2. A BAC member who proposes to coordinate a tour with a commercial tour operator must not be the owner, employee or agent for a commercial touring company. A BAC member who coordinates a tour with a commercial tour operator may not receive any consideration or other benefit from the commercial operator.
3. For a BAC member to be a Ride Coordinator for a ride assisted by a commercial tour company, the member must have previously been a Ride Director for an unassisted BAC ride. This prerequisite is intended to provide some assurance that the Ride Coordinator will understand what is expected for a successful BAC ride and how to mold a commercial ride to the BAC format. If a member who has not previously been a successful Ride Director wishes to be a Ride Coordinator, then a BAC Board member shall first interview that person. In particular, the Board member shall be persuaded that the would-be Ride Coordinator understands what it means to "assume essentially the same role as the Ride Director on domestic rides; the only difference being that (some or all) in-country planning and support is provided by a commercial company."

Ride Coordinator's responsibilities in planning and leading a ride involving commercial assistance

Whenever commercial assistance is involved, the relationship between the Ride Coordinator (RC) and the commercial entity should be like the relation between a prime contractor and subcontractor. The RC shall be in charge.

In planning, the RC has the following responsibilities:

1. Assume essentially the same role as the Ride Director on domestic rides; the only difference being that (some or all) in-country planning and support is provided by a commercial company.
2. Be the point of contact for both the commercial company and all BAC riders.
3. Work with the tour operator to develop a ride that is unique for BAC. The RC should know enough about the area to assure great routes and adequate accommodations.
4. Assure the ride is in the BAC format – independent morning start times and different route options if applicable, independent lunch, nightly map session/social hour, mix of group dinners and independent dinners.
5. Assure that this tour is exclusively for BAC members.
6. Know something of the tour operator's business model and business history, to have personal experience or to check multiple references.

RIDE COORDINATORS (Commercially Assisted Tour) GUIDELINES

7. Verify that the tour operator has liability insurance.
8. Negotiate a price less than the same tour offered to the public.
9. Insure that support is appropriate. Normal support on member led trips does not include “bike guides” riding with the group, and includes van support for luggage transfer and the occasional emergency such as a rider who is sick, injured or who has a significant mechanical problem. If on-tour support is to be at a different level, establish the reason. Is it because: some ferrying is needed to see some special sights, distances are too long for most riders, or the roads are difficult or dangerous in some places? The Ride Description should clearly describe the level of on tour support provided.

On the tour, the RC retains the following responsibilities:

1. The RC should lead the social hour discussion. The local guide will sometimes discuss the next day’s route and next night’s hotel.
2. The RC should take the web site emergency contact information on the trip. If a rider is involved in a serious accident or suffers a serious illness, the RC should communicate with the rider’s emergency contact. The RC should complete the Incident Report Form for any accident and send it to the BAC Office.
3. The RC should address any situation in which rider’s conduct is not acceptable.
4. The RC arranges an article for *The Tripper* and a group photo.

Assessing the quality of commercial operators

The RC should research the individual or entity that will be providing commercial assistance to verify their capabilities and that they will be able to provide the assistance required by the RC. The following are suggested questions to help establish their suitability.

If the commercial operator will be the **primary** operator of the tour, these questions are appropriate:

1. How long have they been in business?
2. Do they have a web site, and if so, what is the address?
3. What type of experience do they have leading bike tours, especially in this area?
4. How many tours have they led?
5. Have they led this proposed ride before? If yes, how many times? If not, have they operated trips they consider similar?
6. What is the refund and cancellation policy?
7. Do they have liability insurance?
8. Is the price for equivalent services lower (on a per-night basis) than for the operator’s standard tours? Since the BAC will be supplying the participants, the price should be at a discount.

And for all tours involving commercial assistance, whether completely operating or just supporting, these items are pertinent:

1. What will the terrain be like?
2. What will be the mileage, including daily variations?
3. Will route sheets be provided? If so, are samples available, for this or similar trips?
4. Will maps be given to the riders? If so, are samples available?
5. Is a list of the hotels available, or an indication of hotel types they intend to use?
6. What level of on-tour support will be provided?

RIDE COORDINATORS (Commercially Assisted Tour) GUIDELINES

7. What type of van will be used?
8. What applicable experience does the support staff have? Have they led or supported a previous bike tour?
9. Will it be possible to arrange pick-ups and drop-offs for the participants at the local airport(s)?
10. Will there be a convenient location for daily “social hours” for discussion of the following day’s plans?

It is recognized that the situation for each tour can be different. Not all of these questions necessarily have a “correct” answer, and there is no “minimum” number of positives needed to create a good trip for BAC. However, taken in total they generally indicate the Club preferences for tours they sponsor. Thus, the RC should know (or have learned) enough about the tour to be able to articulate the answers to these questions to the members, to a Tours Reviewer or, ultimately, to the BAC Board.

RIDE COORDINATORS (Commercially Assisted Tour) GUIDELINES

Enclosure 8: Previously Used Tour Companies

Within the past five years the following 11 commercial tour operators have supported one or more bicycle tours for BAC. At the time of the tours, these commercial tour companies had provided confirmation of then-current public liability insurance coverage. As these (and possibly other) companies work with BAC, ride reviewers and/or ride coordinators will request that the company submit documentation in accordance with the Liability Insurance paragraphs of the Ride Coordinator Guidelines.

Adventure South, Ltd.
Discover France
Ecocolors
Experience Plus
Iberocycle
Irish Cycling Safaris
Iron Donkey
Outeniqua Adventur Tours
Pedaltours
Siciclano
Viadelsole