



## FAQ's

### **1. What is Escape the City Bike Ride?**

Escape the City is a circular cycle ride starting and finishing in Chiswick and heading through the beautiful scenes into Surrey, all in aid of Stroke Association. There are three route options, the Tourist 30 mile route, the Sportsperson's 60 mile route and the Hero 80 mile route.

Escape the City is open to anybody aged 16 and over who are enthusiastic about cycling and raising money for stroke survivors. You must be confident to ride on open roads and obey the Highway Code at all times. If you are aged 16 or 17 then you must be accompanied by an adult.

### **2. What happens if I can't make the event?**

If you're no longer able to take part in the event, please email [escapethecity@stroke.org.uk](mailto:escapethecity@stroke.org.uk) or call 0300 330 0740 to let us know you'd like to withdraw your place. Please note that your registration fee is non-refundable however named substitutes will be accepted.

### **3. What sort of bike do I need?**

Road bikes, hybrid bikes or mountain bikes are suitable for this bike ride, as the route is all on hard surfaces such as roads and paths. If you're confident, you can also choose to cycle as a duo on a tandem bike. We advise having your bike serviced in advance of the ride as you may be refused entry if your bike is not in good condition.

If you are going to be bringing a mountain bike we would suggest you put slick tyres on as it would make it easier for you on the day.

### **4. Do I have to wear a cycle helmet to take part?**

Yes. You must wear a correctly fitting cycle helmet in order to participate. We have a no helmet no ride policy.

### **5. Do I need to be an experienced rider?**

You need to be confident to ride on open roads and in traffic. All riders are chip timed for control purposes but please note that **Escape the City** is **not** a race, most people take part to enjoy a fun cycle ride. Many of our participants are not experienced cyclists, but there are 3 different route options available to cater for a range of cycling abilities.

### **6. Can I change my route distance once I have registered?**

You can change your route distance before the event day by contacting us. All fees paid for your original route length are non refundable.

### **7. Does Escape the City take place on closed roads?**

No, the route is not through any closed roads. Therefore, all riders should obey the **Highway Code** at all times.

## **Do we get a route map?**

GPX files will be sent out a few weeks before the ride; however summary route maps are available to view on our website before this. Please note that our routes may be altered before the event, any last minute changes will be communicated on the morning of the ride during the briefing.

## **8. What happens on the day?**

We will send you all your **Escape the City** on the day information by email prior to the day. If you have requested a t-shirt and/or cycling jersey these will be posted out on a monthly basis and therefore may take up to 4 weeks before they reach you.

On the day you need to arrive with enough time to register and pick up your cycling number and timing chip. There will be a full health and safety briefing before you head off onto the route.

At the event hub in Chiswick, you can get ready to start your ride by fuelling up on food and coffee and on your return, enjoy some local street food vendors with your family and friends to celebrate your cycling success.

## **9. Will I receive regular emails from the Stroke Association?**

Yes – we'll be in touch regularly with all the updates you need to know about, so please make sure you read our emails. We'll also give you some great tips on training, nutrition and fundraising. You can also join our [#TeamStroke cyclist Facebook group](#), where you can share tips with others taking part in a cycling challenge for the Stroke Association.

## **10. What time does the event start?**

Cyclists are not given individual time slots. Those doing the 80 mile route will depart between 07:30 - 09:00, the 60 mile route 08:30 - 10:00 and the 30 mile route 09:30 - 11:00. All cyclists have to be back by 5pm. These times are just an estimate at the moment and are subject to change nearer the time.

You will need to sign in on the day to collect your cycling number and chip. So please ensure that you leave enough time before your set off time to ensure you have everything you need.

## **11. What happens if my bike breaks down half way round?**

All our cyclists will be given an event control number to call in emergencies. We will send out a support vehicle to assist you. The vehicles will try to help with the repair but will have limited parts, if we can't help we can ferry you back to the start.

## **12. Are there regular water and refreshment stops?**

Our 30 mile cyclists will have access to one refreshment stop on route, our 60 mile cyclists will have access to two refreshment stops and our 80 mile cyclists will have access to three refreshment stops. Our refreshment stops will have a range of snacks and water available for you.

The stops will be added to our route map to ensure you are aware of these before you set off. Make sure you also have enough water to last you between stops on the day. We recommend that you bring your own bottle to fill up at water stops as we won't be providing cups to distribute water, to reduce waste.

At the event hub there will also be stands with food and drink available to buy, and we recommend that you bring some of your favourite snacks to eat on route.

### 13. Are there any toilets on route?

Toilets will be available at all the refreshment stops and at the event hub.

### 14. Where is the event hub?

The event hub is at Kings House Sports Ground in Chiswick, The full address is Kings House Sports Ground, Riverside Drive, Chiswick, W4 2SH

### 15. Will I be able to find out how long it took me to complete Escape the City?

Escape the City is **not** a race however we will be using chip timing in order to ensure all riders are tracked from start to finish. Your time will be available to view online, a link to this will be sent to all cyclists after the event has finished.

### 16. Can my friends and family come and watch me?

We welcome all your family and friends to join us in celebrating your success. We recommend that they meet you at the refreshment stops on the route or at the event hub in Chiswick where we will be providing facilities for our event. There won't however be any onsite parking at the refreshment stops or the event hub.

### 17. Is there parking at the Event Hub?

There is no car parking at the Kings House Sports Ground for participants.

### 18. Is there somewhere drop bags before I set off on the route?

There will be a bag drop facility at the event hub when you arrive. Please note that all bags are left at the owner's risk. Stroke Association cannot take responsibility for any lost or damaged items whilst in the bag drop area.

### 19. How do I get to and from Escape the City?

We strongly recommend that you plan your travel in advance and, if using public transport, check if there is any planned engineering work on the weekend of the event and that your train will accommodate bikes.

The start line for Escape the City is at Kings House Sports Ground in Chiswick

**By Train:** Barnes Bridge (South West Trains from Waterloo and Clapham Junction). Cross the footbridge over the River Thames alongside the railway then turn left. After approx. 100 metres bear right, cross the road and walk along a narrow path. Follow the King's House Sports Ground sign on your left.

**By Bus:** 190 from Hammersmith Station (Piccadilly, District, Hammersmith & City lines) or from Richmond (District line, Overground and South West Trains). Staveley Road stop is a short walk from Riverside Drive.

**By Road:** For SatNav please use postcode: W4 2RZ

There is no parking on site at the venue, if you require a disabled parking space please contact [escapethecity@stroke.org.uk](mailto:escapethecity@stroke.org.uk)

If you are getting a lift to the start there will be a designated area where you will be allowed to be dropped off.

## 20. How long will Escape the City take me to complete?

This really depends on how experienced a cyclist you are and how fit you are, but the average rider completes the Tourist route in 3.5 hours, the Sports person route in 5 hours and the Hero in 6.5 hours. However, please remember it is **not** a race.

## 21. Is there a cut off time that I must complete the route by?

All routes will close at 5pm. All signage will be taken down by this point.

## 22. Is there a minimum age limit for Escape the City?

Yes, all cyclists taking part in Escape the City must be 16 years of age or older on the day of the event. This is so the ride complies with the health and safety obligations of our insurance policy, set by an external independent adviser. Cyclists aged 16 and 17 must have parental consent to take part and be accompanied by a responsible adult.

## 23. Can I hire a bike?

To take part in Escape the City, you will need to provide your own bike. If you do not have one, then please do hire one before the event. There will be no facilities to hire at the event hub on the day or through the Stroke Association prior to the day.

## 24. How can I fundraise for Escape the City?

The easiest way to fundraise for Escape the City is by setting up a [JustGiving page](#). Setting up an online giving page is a really easy way to get sponsorship from friends and family. The money comes straight to the charity so there is no faffing around chasing people for sponsorship!

Those who set up their pages early raise on average 36% more. So what are you waiting for? Set up a [JustGiving page](#) today!

Once your page is up and running you can boost your fundraising potential by personalising it. Tell people about your challenge and why you have chosen to support the Stroke Association, include photos and update the page regularly with your training progress. Make sure you email your page to family and friends and post it on social media pages or even have your fundraising page in your email signature.

There's still a place for a good old-fashioned [sponsorship form](#) too. Keep one in your back pocket, put one up on the noticeboard at work and why not send your family and friends off with their own copies – often people are very willing to help if you ask!

## 25. Do I need to raise sponsorship?

Although we don't have a minimum sponsorship target for this event your registration only helps us to cover the cost of us putting on the event and therefore we rely on your fundraising to keep up our work - so please raise what you can, to help us to continue to support those affected by stroke.

Check out our [fundraising tips](#) to help you hit your personal target.

## 26. How do I send in the sponsorship I have collected?

**I have an online fundraising page** - With an online giving page the money comes straight to the charity and there is nothing more you need to do.

**I have cash donations** - We ask people not to post cash to us as it can go missing along the way. Instead we advise you to pay the money into your own account and to do one of three things:

- Pay the amount onto your online giving page
- Send a cheque to me at the address below
- Transfer the money into our account. Account Number: 73083772, Sort code: 20 00 00, Reference: ZFR18695 followed by your name

**I have cheques from sponsors** - Please send cheques with a very brief cover letter (name, event) to:

Supporter Care  
The Stroke Association  
1 Sterling Business Park  
Salthouse Road  
Northampton  
NN4 7EX



**We look forward to seeing you on Sunday 30<sup>th</sup> September!**