

Frequently Asked Questions on the Rescheduling of PRURide PH 2023 in Cebu

GENERAL

1. Did PRURide Philippines push through on 28 May?

No, PRURide Philippines 2023 in CCLEX Food Park, Cebu is moved to **3 JUNE 2023, SATURDAY** due to Typhoon Betty. This is to prioritise the safety of all our cyclists and everyone joining our event.

2. Why did you reschedule the PRURide Philippines Cebu leg?

We decided to reschedule PRURide in Cebu to prioritise the safety of all our cyclists and everyone joining our event. We thoroughly evaluated the situation together with the organizers and concerned LGUs to ensure the safety of all participants. Typhoon Betty was reported to bring strong winds and rains that are not safe for our riders and guests given that the event location is near the sea and the cycling route is mainly on the high bridge of CCLEX.

3. Who decided to reschedule?

This is a collective decision of Pru Life UK and PRURide PH organizers with guidance from concerned LGUs.

4. When is the new schedule of PRURide PH 2023 - Cebu?

PRURide PH 2023 in Cebu will be held on **3 JUNE 2023, SATURDAY** at CCLEX Food Park Cebu. The schedule of activities during the day will remain the same.

5. Will you still use CCLEX Food Park Cebu as venue?

Yes, the venue will still be CCLEX Food Park Cebu. The routes and the activities will also remain the same.

REGISTRATION AND CYCLING KIT CLAIMING

6. Is registration for PRURide PH 2023 in Cebu still ongoing?

No. Registration period ended on 24 May 2023 (Wednesday).

7. I wasn't able to claim my kit in Quest Hotel last May 26-27, can I claim it on June 3 onsite?

Yes. You can claim your kit on 3 June, Saturday in CCLEX Food Park from 4:00 to 8:00AM.



8. Where can the public check additional updates?

Announcements and updates on the event are posted on Pru Life UK's official Facebook account (www.facebook.com/prulifeukofficial/) and website (www.prulifeuk.com.ph).

9. Will there be refunds for participants? How will it be distributed?

Yes, refunds are available to those who are unable to join on 3 June, Saturday. But instead of refunding, we highly encourage you to claim and keep your limited-edition 175 Years cycling kit as a souvenir.

10. Who are entitled for refund?

Paid participants who registered **on or before 24 May 2023** will be allowed to request for a refund of their registration fees.

11. I cannot join the event anymore because of the new schedule. Will I still get my finisher's medal?

Finisher's medal may be claimed at the venue if you join the Gran Fondo.

12. I claimed my kit but I cannot join last minute. Can I still refund?

No. Refunds will no longer be accommodated once kits have been claimed.

13. Will Pru Life UK shoulder my personal hotel and transportation expenses because of the rescheduling?

PRURide PH organizing team is unable to shoulder any incurred personal hotel and transportation expenses as the rescheduling was due to Typhoon Betty. Our apologies for any inconvenience this new schedule has caused.

14. How will I refund my registration fee?

Paid registrant must send an email to PRURide PH Secretariat - pruridephsecretariat@gmail.com with the subject line

"Refund Request – (Complete Name)" containing the following details:

- Registered name:
- Payment Reference Number:
- Email address:
- Name of bank:
- Bank account type:
- Bank Account Number:

Once the details provided have been verified, the refund will be credited to your nominated account within 7 banking days.