

# Frequently asked questions:

➤ **When is the Fietselfstedentocht app available?**

*The Fietselfstedentocht app is available from 1 July 2021.*

➤ **During which period can I cycle the tour?**

*You can cycle the tour in the time between Friday 7 July until and including Sunday 5 September 2021.*

➤ **Until what time can I set off?**

*During the aforementioned period, you can start any day between 5.00 in the morning and noon. The app has been programmed to prevent you from starting before 5.00 or later than 12.00 (noon). Please remember that you need to have finished the tour before midnight on the day you started the tour.*

➤ **Where can I start?**

*You can start the tour at any official stamping place. You must, however, stick to the order of the tour. If you start in Bolsward, then you will cycle to Harlingen first. If you start in Dokkum, then you will cycle to Leeuwarden first and if you start in Sneek, then you will cycle to IJlst first. The route will be indicated on the road with yellow arrows. You will finish in the stamping place that you started in.*

**Can you also cycle the tour in a different order?**

*No, you cannot. You are expected to stick to the order of the official tour. The app indicates the next stamping place after each stamp.*

➤ **I do not have a ticket. Can I still purchase a ticket from the organisation?**

*No, you cannot. Only those who were eligible to start in the 2020 tour have received a starting code. This starting code is, however, transferable. If someone decides not to use their right to start, they can transfer their starting code (see next question).*

*The organisation does not mediate in the transfer of starting codes.*

*The transfer of starting codes takes place at your own risk. You do not need to approach the organisation for tickets or starting codes.*

➤ **I have linked my ticket to my account but I have decided not to go. Can I still transfer my ticket to someone else?**

*Yes, this is possible. For this, you need to unlink the starting code through your account. You can do this through the account in the app or through the website of the Eleven Cities Bicycle Tour. You can then give your starting code to the other person, who can then link the starting code to their account. The starting code can only be used once.*

➤ **Who will receive the starting code?**

*Whoever placed the order for stamping cards for the tour of 2020 with the organisation (the person paying for the order), will receive the starting code(s) in their account.*

➤ **How do I know whether a starting code is reliable?**

*Simply try to link the starting code to your account. You can submit a transfer request if the starting code already turns out to be linked to another account. Through this, at least you will know that this is a valid starting code. As soon as the request has been processed, the starting code will be linked to your account.*

**Please note!** *Transfer requests can be denied or ignored. This does make the transfer of a starting code a matter of trust between seller and buyer, the organisation does not accept any liability in this matter.*

➤ **For which telephone is the app suited?**

*The app is suitable for Apple telephones from iPhone 5 (IOS 8.0 version and higher) and for Android telephones from version 5.1 Lollipop.*

➤ **I do not have mobile internet on my telephone; can I still cycle the tour?**

*The tour can be cycled even without an internet connection.*

*To link the starting code to your account you do need an internet connection.*

*This could also be a Wi-Fi connection. During the tour, your telephone does not need to be connected to the internet. And if you do not have a connection, you still need to stamp at every stamping location.*

*Once the last 'stamp' has been placed and your tour has been completed, you still need to register the tour. You can do this later with a Wi-Fi connection.*

➤ **I do not have GPS, how can I cycle the tour?**

*If you do not have GPS or if you do not want to give permission to use GPS, you can 'stamp' with the QR-scan signs. These QR-scan signs are hanging from the lampposts near the stamping posts.*

*Locations of the stamping posts are:*

<i>Bolsward:</i>	<i>Marktpllein 1a</i>	<i>Sneek:</i>	<i>Geeuwkade 20</i>
<i>Harlingen:</i>	<i>De Schritsen 51</i>	<i>IJlst:</i>	<i>Galamagracht 10</i>
<i>Franeker:</i>	<i>Hofstraat at the square</i>	<i>Sloten:</i>	<i>Wijckelerweg 171</i>
<i>Holwerd:</i>	<i>Ljouwerterdyk 5</i>	<i>Oudemirdum:</i>	<i>intersection De Brink-Kerkstraat</i>
<i>Dokkum:</i>	<i>Markt (on the square)</i>	<i>Stavoren:</i>	<i>Gele Plein/Voorstraat</i>
<i>Leeuwarden:</i>	<i>Groeneweg 3</i>	<i>Hindeloopen:</i>	<i>Westerdijk/Nieuwe Weide</i>
		<i>Workum:</i>	<i>Merk 71</i>

➤ **The battery on my telephone drains easily, what can I do?**

*If your telephone discharges quickly, we advise you to bring a powerbank or a charger, to enable you to charge your battery briefly during breaks. Putting the screen of your phone darker and shutting down non-relevant apps will make your phone's battery last longer.*

➤ **What do I do when my telephone is empty or fails?**

*If your telephone runs empty or fails, there is still an alternative for this edition of the tour. You then need to collect proof at every following stamping post. This may be a picture taken by someone that you are riding with, or a dated signature from someone working at shop or restaurant in the stamping location, including the company name. Contact the organisation after the tour and submit these items of proof.*

*The stamps that were made when the phone was still working can be read out afterward by the organisation.*

➤ **Can I cycle the tour with more than one person on a single phone?**

*Yes, this is possible. Every participant must then log in and out of their account at every stamping post. You must have a working internet connection. We do not recommend this method.*

➤ **If I have missed a stamping location, does that make my tour invalid?**

*No, you can continue cycling the tour and collect your stamps at every stamping location. The app will show that you are in the wrong location. The stamp, however, will still be registered in the background. After the tour, you can contact the organisation and retrieve the missing stamps.*

➤ **If I quit halfway through the tour, can I continue the next day?**

*This is not possible. You can only make one attempt at cycling the tour. If you do not complete the tour, then you did not finish in 2021. We will not supply new starting codes.*

➤ **What do I do if I break down en route?**

*You will need to solve this yourself. Contrary to a regular tour, there will be **no facilities** en route in the shape of food and drink, material help or First Aid. You will be cycling the tour individually and at your own risk, where you respect the traffic regulations.*

➤ **Do I need to consider the Corona measures?**

*Yes. If you choose to cycle in a group, then you should respect the measures that the Dutch Government (RIVM) has imposed at that time as a result of the Corona virus.*

➤ **How do I know if the tour counts for the number of completed tours?**

*As soon as the tour has been completed, the app will communicate with our database and your tour will be registered automatically. In your account, you will see that you have completed the tour in 2021. Your total count of tours will have been increased by one tour.*

➤ **When can I expect my medal?**

*Your medal will be sent from the end of September to the address that is in our records. It is wise to check your address in your account before next 7 September.*

➤ **I am cycling for the 10<sup>th</sup>, 20<sup>th</sup>, 30<sup>th</sup> or 40<sup>th</sup> time. Will I be receiving the special badge of honour?**

*Yes, this will be sent with your medal to the address that is in our records. It is wise to check your address in your account before next 7 September.*

➤ **I have changed address, where will my medal or badge of honour be sent to?**

*If you have moved, we ask you to enter your change of address in your account before 7 September.*