

BNEtoGC

Cycle for Cancer

TERMS OF SALE | MERCHANDISE & TRANSPORT

MATER'S BRISBANE TO GOLD COAST CYCLE FOR CANCER 23 AUGUST 2026

AT A GLANCE

- **Cycling jersey orders and delivery:** Jerseys are supplied by NeoPro in the selected size unless notified by 30 June 2026. They are shipped separately from rider kits via Australia Post, with delivery expected before the event if ordered by 7 August 2026. Tracking is available on request.
- **Refunds and size changes:** Jerseys cannot be refunded for change of mind. Size changes can be requested by email before 30 June 2026; after this, size swaps may be attempted at the event but are not guaranteed. Faulty or damaged jerseys should be reported promptly with photos for replacement arrangements.
- **Pre-event charter train service:** Chartered trains will transport participants and their bikes from the Gold Coast to the event start, stopping at several stations. Travel requires presenting a pre-event ticket sent by text. Tickets are non-refundable but transferable without notification to the organizer. Departure details are provided about two weeks before the event. Liability for lost items or bike damage on the train is disclaimed.
- **Post-event bus transport:** Return buses run every half hour from Fisherman's Lawn Southport to South Brisbane on event day, with bikes transported separately. Participants must sign in at the Transport Information Tent at least 30 minutes before departure. Tickets are non-refundable but transferable. Specific service details are emailed about two weeks prior. Organizers are not responsible for items left on buses or bike damage during transport; bikes are photographed before loading.

By purchasing merchandise or pre/post event transport for Mater's Brisbane to Gold Coast Cycle for Cancer 2026, you are accepting these Terms of Sale.

EVENT CYCLING JERSEY

The Brisbane to Gold Coast Cycle for Cancer cycling jersey is provided by NeoPro.

Jerseys will be provided in the size selected when purchased, unless notification is received prior to 30 June 2026 at brisbanetogoldcoast@mater.org.au.

Jerseys will be mailed directly from our supplier NeoPro via Australia Post to the address provided during registration (if purchased during registration). Jerseys will be sent separate to your rider kit and delivery is expected before event day, 23 August 2026, if ordered before 7 August 2026. If orders are placed after 7 August 2026, all best efforts will be made but we can't guarantee that deliveries will be fulfilled prior to event day, 23 August 2026.

Tracking is included and available upon request.

Change of mind

Unfortunately, jerseys are ordered specifically for each purchase and therefore we cannot refund due to change of mind.

Wrong size

If you have ordered the wrong size, please inform us by email at brisbanetogoldcoast@mater.org.au before 30 June 2026 and we will do our best to adjust your order accordingly.

After this date, we will unfortunately not be able to accommodate size changes. You may visit the Merchandise Tent at the event Finishers Village on event day (Sunday, 23 August 2026) to enquire about a jersey size swap, however it is not guaranteed we will have the preferable size available.

Faulty products or products damaged on arrival

Should your jersey be faulty or damaged on arrival, please contact us as soon as possible at brisbanetogoldcoast@mater.org.au, including photos of the damage/fault.

We will get back in touch to arrange a replacement once we have assessed the issue.

CHARTER TRAINS – GOLD COAST TO BRISBANE PRE EVENT

Two trains have been chartered from the Gold Coast to the start site to arrive prior to event start.

The two trains will start ~15min apart at Varsity Lakes and stop at Nerang, Coomera, Ormeau and Beenleigh and South Bank.

In purchasing a ticket for this service, you and your bike can travel on this charter train. When asked by train staff, present your Pre-Event travel ticket that will be sent as a text message the week before the event.

Each person travelling will be required to show the Pre-Event ticket sent via text message, to be eligible to travel on the service.

This purchase is non-refundable but can be transferred to another person at your own personal discretion (you do not need to advise Mater Foundation should you transfer your transport ticket to another person).

Specific departure times will be provided in an email approximately 2 weeks prior to the event date. If Mater Foundation is unable to achieve sign off via our travel and event management partners within this timeframe, details will be published with as much notice prior to event day as possible.

Mater Foundation is not responsible for any items left on the train or any damage that occurs to your bike whilst travelling on the service.

BUS TRANSPORT TO BRISBANE – GOLD COAST TO BRISBANE POST EVENT

Return buses will be running approximately every half hour from 10.30am – 1.30pm from Fisherman's Lawn Southport to South Brisbane on event day.

In purchasing a ticket for this service, you are booking a seat on the bus. Your bike will travel on a separate transport vehicle around the same time (there may be some delay post arrival in Brisbane).

When preparing to depart the Finishers' Village at Fisherman's Lawn, please go to the Transport Information Tent to sign in for a scheduled bus departure.

This purchase is non-refundable but can be transferred to another person at your own personal discretion (you do not need to advise Mater Foundation should you give your transport ticket to another person).

Specific details of this service, including pick up and drop off location will be provided in an email approximately 2 weeks prior to the event date. If Mater Foundation is unable to achieve sign off via our travel and event management partners within this timeframe, details will be published with as much notice prior to event day as possible.

Please sign in at the Transport Information Tent at Fisherman's Lawn a minimum of 30 minutes prior to your ideal departure time, to allow enough time to sign in and have your bike loaded. Please note departure times will be subject to availability.

Mater Foundation is not responsible for any items left on the bus or any damage that occurs to your bike whilst being transported on the service.

Photos of your bike will be taken before it is packed onto the transport vehicle.