

RAGE Triathlon Update

Hello Everyone,

Regarding our previous email:

First, we'd like to apologize to anyone upset by our decisions, but we've been forced to make hard choices about our company. We're at the brink of going out of business like most small businesses right now. We needed to make decisions that best support our dedicated staff, so we can continue to support our families and still have a job after this has passed.

We need you to know our races are not just 'shirts and finisher medals', as our business incurs monthly operating costs, payroll and sunken race expenses, especially in the weeks leading up to an event. Our transfer policy is mainly there to provide an 'out' for individuals that have personal conflicts that arise. Situations involving mass transfers out of a race are devastating to our future revenue that is heavily relied upon to continue operations throughout the year.

We've had an emergency staff meeting (the 4 of us) because we respect and listen to our athletes. You are like family to us. We've all decided to take significant personal pay cuts in order to be able to provide transfers for those that feel it is owed to them. This will require additional planning, and we will continue to work hard so we can announce a new date soon. We will automatically transfer those registered to the new date when it is decided. If the new date chosen does not work for you, we will issue you a transfer in accordance with our transfer policy.

If you're angry right now, we ask you to take a step back and look at the pain the world is in. We're not a faceless corporation who will be receiving a bailout like the airlines. We've met every single one of you that's written an email in anger and it pains us to read your hurtful words. Our lives for the past 10 years have been

dedicated to you, and we will continue to work hard for you in the future. We're the same people you see at every race, at every packet pick up, and have been answering your emails for years. There's no one else, and no one is profiting from these decisions. We're in survival mode in hopes we can continue to do this in the future, although things for us are uncertain at the moment.

We're a small business based on community gatherings that will be forced to close its doors if this continues, just as millions of other small businesses will do in the coming weeks. We all need compassion and empathy for one another. We need to use this time to come together as a community and support small businesses when times are hard.

Please be patient with us as we continue to work hard to come up with a solution that is beneficial for everyone. We hope you can all get outside and swim, bike and run this month because that's what we all love to do and why we are all here in the first place.

Stay positive, strong and healthy!

The BBSC Family,

Brent, Michelle, Cedric and Craig