

# FAQ FRIDAY #3



## **FREQUENTLY ASKED QUESTIONS**

**\*\*REMINDER\*\* Team Captains should be the only people in communication with the Competitor Relations Team. If anyone on your team has a question please reach out on their behalf.**

**Q: Do we need to send our travel itinerary to you?**

**A: YES.** Please send a copy of your team's travel itinerary as soon as it's booked to [comprel@ecochallenge.com](mailto:comprel@ecochallenge.com). We must have this information from every competitor in order to arrange airport transfers, as well as for the Fiji Immigration and Custom departments. **ALL travel itineraries are due by August 1.**

*As stated in Newsletter #1 and Newsletter #2, all members of your team should arrive in Nadi, Fiji no later than September 6. We HIGHLY RECOMMEND that you arrive in Nadi on September 5 or 6 to ensure that your race equipment arrives with you in time.*

**Q: Should we also send you our Passport information?**

**A: YES.** When you send your travel itinerary please also include your passport information. Please also attach a photo of your passport. We need this information for the Fiji Immigration and Custom Departments. **ALL passport information is due by July 12.**

**Q: If we booked with Stage & Screen do we still need to send you our itinerary and passport information?**

**A: YES.**

**Q: For climbing and fixed ropes, we trained to ascend on a Grigri plus and a shunt device, and are capable to pass anchors with this system. Do we still have to take ascenders with us or do our devices count as ascenders?**

**A: Due to the varying inclines of rope climbing, and numerous anchor and knot passes, the answer is NO. Handled ascenders are mandatory.**

**Q: I want to book our TAC car with AVÍS. Do we have a discount code?**

**A: As it was mentioned in a previous FAQ Friday, most vendors have agreed to a 20% discount for Eco crews for RAV4 size vehicles. The discounts are automatic, there is no discount code. The ones that have not, don't have websites. Feel free to contact rentals companies anytime. Also try other discount codes you might have for a bigger discount...i.e. AAA, AARP, USAA, AMEX.....**

## **FREQUENTLY ASKED QUESTIONS**

**Q: When are we allowed to announce something on social media?**

**A:** *We are hoping to have an update for you soon. In the meantime, please reach out to the PR team regarding this question. You can email the following contacts and cc the [comprel@ecochallenge.com](mailto:comprel@ecochallenge.com) email.*

**PR CONTACTS:**

*On behalf of Amazon Studios:*

*Kristen Hall, Original Series Publicity: [Kristen.Hall@AmazonStudios.com](mailto:Kristen.Hall@AmazonStudios.com)*

*Jennifer Kim, Original Series Social Media: [JannKim@Amazon.com](mailto:JannKim@Amazon.com)*

*On behalf of MGM:*

*Lina Plath, Frank Publicity: [Lina@FrankPublicity.com](mailto:Lina@FrankPublicity.com)*

*Clare Anne Darragh, Frank Publicity: [Clareanne@frankpublicity.com](mailto:Clareanne@frankpublicity.com)*

**Q: My PFD has 50N of buoyancy instead of the required 69N. I'm a lightweight, small person and for me I feel it is enough. Am I allowed to use this one?**

**A:** *No. As stated in the Mandatory Gear List, we require a minimum of 15.5lbs or 69N of floatation.*

**Q: Can we get EPI gas cartridges in Fiji?**

**A:** *NO. EPI gas cartridges are NOT available in Fiji.*

**Q: Regarding the kitchen, we are interested in buying the same with their respective fuel in Fiji is there a link to connect with Fiji gas?**

**A:** *Fiji Gas has a range of portable appliances, depending on your team's specific wants. For more specific questions for Fiji Gas and what they can provide in-country, please contact Latu Artack to get a full inventory of what they offer: [latu@fijigas.com.fj](mailto:latu@fijigas.com.fj).*

## **FREQUENTLY ASKED QUESTIONS**

**Q: Is it necessary to book our deal with Fiji Gas for buying stove and canister?**

**A:** *Fiji Gas can make all the arrangements your team has for camping cooking stoves and refueling. They have (7) offices around the country. It is a smart idea to speak with them before arriving into Fiji to make sure they have what you are looking for. Please contact Latu Artack at Fiji Gas to get a full inventory of what they offer: [latu@fijigas.com.fj](mailto:latu@fijigas.com.fj).*

**Q: For the gas cooker and spare parts, can we reserve them before? Or do we have to purchase when we arrive?**

**A:** *We recommend reserving them before you arrive into Fiji to make sure they have enough inventory. Please contact Latu Artack at Fiji Gas to get a full list of what they offer: [latu@fijigas.com.fj](mailto:latu@fijigas.com.fj).*

**Q: What type of vehicle do you recommend renting for the TAC?**

**A:** *This is a very individual answer. The TAC is a member of a team and their role is decided by the individual teams. Base your vehicle decision on what's best for you and your team. The roads between Camps are a combination of hard pack and asphalt. They're well maintained, so 4x4 is a bit overkill. 95% of the vehicles are diesel fuel. So a full tank at the start will last the whole race. Get the vehicle that fits your role.*

**Q: If we arrive on September 4, 2019 in Nadi, can we stay at the hotel provided by Eco Challenge paying part that day? If so how do we make the reservation?**

**A:** *Your team hotel reservation in Nadi starts on September 5, 2019 at the Pullman Resort. YES, if you decide to arrive earlier than September 5, room nights are available AT YOUR OWN EXPENSE at the Pullman. The same race discount will be available to you, your Team and your Friends and Family. When contacting the Pullman, make sure you identify yourself as being with Eco-Challenge Fiji. The contact information for booking pre-September 5 is:*

*Anush Devi*

*Reservations Manager*

*Email: [h9741-re@accor.com](mailto:h9741-re@accor.com)*

*Phone: +679 672 1510*

## **FREQUENTLY ASKED QUESTIONS**

**Q: Does all of the Camp gear (e.g., cooking gear, tent(s), sleeping pads, TAC food & personal items, etc) need to fit within the 6 bins? Can the TAC have extra items in their rental vehicle? Other than electronics, is there anything else not allowed in the Camp or TAC possession?**

**A:** *Eco-Challenge is ONLY responsible for transporting the team gear boxes from Camp to Camp. All extra items that are not put into the gear boxes (or can not fit in the gear boxes) are the responsibility of the TAC to transport. Absolutely NO devices that have GPS capability are allowed in the gear boxes OR with the TAC. So YES, you can have extra gear that does not fit in the gear boxes.....but Eco-Challenge is not responsible for transporting.*

**Q: Will there be a safe storage place for the team personal gear and electronics (for before and after the race)? Will there be a limit on the number/size of the bags/luggage to be stored?**

**A:** *Eco-Challenge is negotiating with the Pullman Resort about storing personal luggage during the race. Stay tuned for future updates on this.*

**Q: From internet travel sites, it appears that there may be a lot of trouble bringing food items through customs in Fiji. Can you confirm the sorts of items that will/will not be allowed through customs? Some examples: packets of Perpetuem or similar powdered nutritional drinks, electrolyte replacement powders, dry soup mix, granola/gorp mixes in manufacturer's packages, dry milk, packaged camping meals)?**

**A:** *You are correct in that Fiji is very particular about what kind of food goods are allowed into the country. Please refer to the two Biosecurity web pages on the restrictions for food products.*

[Biosecurity Page 1](#)

[Biosecurity Page 2](#)

**Q: Is it acceptable to lock the gear boxes with plastic strips? Provided, that gear box cover has special holes for that?**

**A: YES.**

## **FREQUENTLY ASKED QUESTIONS**

**Q: What is the cost of transporting the 4 Rubbermaid boxes and the Mountain House food for the race from California to Fiji?**

*A: If you send the Rubbermaid boxes to our Eco-Challenge warehouse BEFORE June 24, we can include these new gear boxes on our shipping container. We can NOT ship any Mountain House product into Fiji for the teams.*

**Q: Are we able to bring beef jerky, summer sausage, canned meats (SPAM), or tuna packets to Fiji?**

*A: Fiji is very particular about what kind of food goods are allowed into the country. Please refer to the two Biosecurity web pages on the specific restrictions for food products from your particular country.*

[Biosecurity Page #1](#)

[Biosecurity Page #2](#)

**Q: Will the TAC have access to ice during the race?**

*A: There will be NO ice available at Camps. There may be some towns between the Camps where TACs can purchase ice.*

**Q: Will the teams be able to use charcoal as cooking? Can we dig holes for cooking with charcoal?**

*A: Due to the Camps being located along river beds and/or in livestock pastures charcoal cooking in the ground will NOT be allowed.*

**Q: Is it ok to use a bike odometer/speedometer? As long as it is not GPS capable or internet capable?**

*A: YES.*

## **FREQUENTLY ASKED QUESTIONS**

**Q: Will there be areas for dumping grey water at the Camps?**

**A:** *Our catering kitchen for Eco-Challenge staff will have a grey water disposal solution that teams can access.*

**Q: Does the stove that Fiji gas is offering have legs or will we need a table?**

**A:** *The Fiji Gas stoves work best while sitting on a small camping table. See pics below:*



**Q: Will there be a bathhouse at the Camps?**

**A:** *There will be solar showers at the Camps.*

**Q: Previously you said we could send Mountain House products to the California Warehouse. Is this still the case?**

**A:** *We just received word from Fiji Biosecurity that NO Mountain House products will be allowed into Fiji. Eco-Challenge is working with other Fiji-approved countries to find a replacement for Mountain House products. More information on this will be provided in a timely manner.*

**Q: Will the TAC's have access to the same maps that their team will receive during the section of the race?**

**A:** *NO.*

**Q: There is one knife in the Personal Mandatory Safety Gear list and one knife in the Personal Swiftwater Gear list. Can these knives be the same? Is there a minimum length requirement for the knife?**

**A:** *The knife for swiftwater must be a "river-specific" knife. This is a knife designed to be secured to the PFD and easy to free from the PFD in an emergency situation. An example of a river-specific knife is the [NRS Co-Pilot](#). The knife in the Personal Mandatory Safety Gear list should be a foldable knife and must have a blade that locks open. The minimum acceptable blade length is 6.3cm (2.5").*

## **FREQUENTLY ASKED QUESTIONS**

**Q: Do you know what kind of fuels will be available for cooking in the field and at Camp?**

**A:** *Fiji Gas will have LPG or butane gas available at Team Registration – as well as single-burner gas stoves for purchase.*

**Q: Could our kitchen have a spare gas Fiji agent? I've included the example that we have below:**



**A:** *Please contact Latu Artack at Fiji Gas to get a full list of what they offer: [latu@fijigas.com.fj](mailto:latu@fijigas.com.fj).*

**Q: Are we allowed to bring a spare mountain bike?**

**A:** *NO. Each team may only bring four mountain bikes.*

**Q: Can we send prepackaged food like gels and bars to the California warehouse to be sent to Fiji?**

**A:** *Due to Fiji's strict Biosecurity limitations on what kind of food goods are allowed into the country, Eco-Challenge will NOT accept any foods from teams to ship into the country.*