



FAQs

Is a refund possible?

A refund is not possible because we have already spent much of the fees on producing the event. Costs like advertising, design, permits and applications, administration, shirts and medals are incurred in the weeks and months leading up to the race.

If registrations are non-refundable, why are you offering the ability to defer?

You put a lot of time and effort into your training, as well as the registration fee to experience the Toronto Marathon. We respect that, and have worked hard to provide the best solutions possible and we look forward to running with you in the near future.

What if I don't defer my entry to 2021?

We have given you a choice to defer to 2021 or to 2022 (for small fee). You also will have the option of running virtually. However, if you do not choose one of the three options, and decide later to run the 2021 race, you will have to pay the regular entry fees.

How will the virtual run work?

Participants must select the virtual option link and you will then be assigned a 'bib number'. A shirt and medal will be delivered to a

Running Room store near you for pick-up. For those with no store close-by, a shirt and medal will be mailed. You can choose your own course and day to run during the month of May. After you complete your run, you will upload your result to our link and will join our virtual community. More details will be provided at time of virtual registration.

Will I still get a medal and race shirt if I choose the virtual race?

Yes, they will be available for pick-up at the Running Room, or mailed to you if required.

How do I defer my registration, and is there a deadline?

A custom email link has been sent to all registered participants allowing them to choose one of three provided options. Please click the link and submit your choice no later than April 30, 2020.

If I purchased the shuttle bus ticket, will it get added to my entry next year if I choose to defer?

Yes, those who have purchased a shuttle bus ticket this year will have it added to their registration for next year. If you defer to 2022, a small fee will be added to retain the bus shuttle option.

If I defer my entry, can I change the distance of the race I'm registered for?

Yes, runners will have the option to defer to 2021 or 2022 and change the race they are registered for. Runners will be required to pay the difference between pricing of the two races as an upgrade fee.

What happens if the COVID-19 situation is not resolved by next year and large-scale events are still not allowed?

All entries will be automatically deferred to 2022 and a small fee (tbd) will be applied.