



## FAQs

### **Is a refund possible?**

Entry fees are non-refundable as per race policies agreed to upon registration. While it would be ideal to offer refunds during this difficult time, we have already spent the majority of the budget in the weeks and months leading up to the event weekend. Purchases like medals and shirts are made months in advance, IT costs, advertising and promotion, permits, surveys, administration and many other costs all factor into our spending making it impossible to provide refunds without causing serious cash-flow issues that would jeopardize the overall sustainability of the event.

### **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.

**Why can't the race be rescheduled?**

The City of Toronto host hundreds of events each year that involve road closures. All of these events are planned months to up to a year in advance with multiple city departments and officials to make sure that they minimize the impact on the communities that they take place in, while maintaining public safety. It is not simply a matter of moving an event to another date as there may already be an event (run, food fair, book fair, parade, or construction etc.) scheduled for that date.

### **When will new registration launch?**

Our hope is that we will re-open registration on **October 1<sup>st</sup>**, but it remains up to the Provincial and Toronto Public health authorities to deem it safe for large scale mass participatory events to return.

### **What happens to the money I've been raising for charity?**

Charities are feeling the impact of COVID-19 and many are seeing a substantial decline in donations. If you've raised pledges for a particular charity, please contact them for direction.

# TERMS AND CONDITIONS

## 1. GENERAL

By purchasing an entry in any Running First Event Ltd. means that you accept the Terms and Conditions valid at that time.

Participation in certain races includes an age limit, in which case the age limit is specified in the registration information. If you are younger than 18, a parent or guardian must approve the registration. If you register another person, you are responsible for ensuring that they have read and follow our conditions.

Please note that certain races require a maximum time to finish the race. You must be aware of this and accept that we can close the race before you have reached the finish line. We do all we can to provide as accurate information as possible. However, we reserve the right that mistakes may arise in the information flow around the race you have entered.

## 2. REFUNDS AND CANCELLATIONS

After you have read and agreed to our waiver, your entry is considered final and you are not entitled to a refund of the registration fee.

Your registration fee may be refunded by your insurance company if you have insurance. Read your insurance policy carefully for their terms & Conditions

## 3. CHANGE OF PARTICIPANT'S NAME

To make a change to your entry (name change, add bus shuttle, address, email) please use our self-serve portal. It is only possible to change information up to 10 days prior to the race date. Should you require more information, please email: [ben@torontomarathon.com](mailto:ben@torontomarathon.com)