



GoodRunnings

POLICIES, PROCEDURES, & FAQ

Event Questions

- 1) Are walkers allowed?

Yes!

In all honesty, we absolutely love walkers. It warms our heart to see people out there, enjoying activity and nature. Walkers hold a special place for us, as they're not strenuous athletes (at least, not yet!) but just 'average' people possibly attempting to make a change and do something above average.

- 2) What's your cut-off policy?

Our official cut-off policy is 9 hours from the first standard wave time, unless otherwise stated. So, basically, as long as you're still out there, we're still supporting!

- 3) Do you accept early or late starts?

Yep! An early start is available at all events, typically occurring two hours before the first standard wave. Late starts are available in limited situations, with acceptable reason and prior arrangement. If you're interested in one, contact us (GoodRunningsinfo@gmail.com) to request it.

- 4) What's your refund policy?

Our refund policy is stated in the event waiver -- any cancellations which occur more than 28 days prior to the event are refundable minus an administration fee; any cancellations which occur within the 28 day period are non-refundable. Though cancellations within the 28 day period are not required to be refunded, we tend to offer a partial event credit which can be applied to the participant's next race entry if he/she contacts us within the 28 day period. The partial credit is NOT an official policy - just a general tendency, offered as a gesture of goodwill in sympathy to particular situations.



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- 5) Can I transfer my entry to another runner?

Yes.

Please contact us (GoodRunningsinfo@gmail.com) with your name & distance, as well as the other runner's name and distance. If the new entry is higher than your original cost, the difference will be charged. Additionally, a \$5 administration fee is applicable.

- 6) Can I change my distance after registering?

Yes.

Please contact us (GoodRunningsinfo@gmail.com) with your name & registered distance, as well as your transferred distance. If the new distance costs higher than your original distance, the difference will be charged. Additionally, a \$5 administration fee is applicable.

- 7) What happens if I make an incorrect purchase during registration?

We strongly advise you to check all your details before purchasing, as purchases are final. We can offer you a refund/credit for your ticket if it is within the refund period, but all other purchases are considered final upon purchase.

- 8) Where do I collect my bib?

You collect your bib on race day, 30 minutes prior to your distance's start time.

- 9) Is there a race briefing?

Yes. Race briefings occur 15 minutes prior to your distance's start time, unless otherwise stated.

- 10) Where can I get more information?

If you have registered for the event, you will receive an official event email typically by the Thursday prior to the event. If you have any further questions, don't hesitate to contact us at GoodRunningsinfo@gmail.com.



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11) Are children allowed?

Underaged runners & walkers are allowed, as long as their guardian has signed the event waiver and is present at the event.

12) Do all runners receive a finisher's award? Yes.

All participants (runners or walkers) can elect to receive a free medal if completing distances of 21.1km (half marathon) or more. Participants in distances lower than 21.1km can elect to purchase a medal.

Anyone who does not receive a medal on the day of the event will receive a completion certificate.

13) I didn't complete my distance, but I purchased a medal. Do I still get to keep it?

It is a condition of purchase that the purchaser must complete the chosen distance in the prescribed conditions to receive their medal. Refunds are NOT available to those who fail to complete the prescribed conditions.

14) What's the prize policy?

During events, we may offer two types of prizes – spot prizes and podium prizes.

Spot prizes.

In general, GoodRunnings does not like to give out grand podium prizes, as this presumes the hardest workers are the fastest. This is rarely the case. Everyone who attempts an event is a winner – and is most certainly a hard worker. This is true from the DNF'ers who tried something a little beyond their reach to those who are striving to do a distance for the first time to those who are walking when they can no longer run. There are countless reasons a



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person doesn't qualify for podium and none of them are due to putting in less effort than the winner. For this reason, most of the prizes are spot prizes.

Podium prizes.

Those who achieve a placement in their distance get a chance to have their efforts recognized, too! For this reason, the placeholders either get a certificate (if less than 10 people in the distance) or a medal (if 10 or more, as of the Tuesday prior to registration close). The first place winner also receives a discount voucher for a future GoodRunnings event. The amount of the discount depends partially on the participant's placement and partially on the amount of people in that distance.

To be eligible for a podium prize, a runner has to start at the standard wave time for his/her distance.

15) What do I get if I join an event?

You officially become part of the event. Specifically, you get a bib, a completion certificate or medal, a measured course, a chance to earn a podium or spot prize, published results, and wonderful memories to cherish. If you take part in any of our "Australian 100 Club"-official marathons, you can get your results recognised by the Australian 100 Club.

16) Your courses mostly use public pathways! Why can't I just run the same course myself, for free?

You absolutely can! And we whole-heartedly support your choice to do so. However, if you want to be part of the race experience and receive recognition for your efforts, it's recommended you join our event.

Plus, registering for the event also helps recognise OUR efforts, in putting it on.

17) Do you allow same-day registrations?



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Yep! As long as the event does not have a maximum capacity which has been reached, we happily accept same-day registrations.

Just come to the “bib & registration” table 30 minutes prior to your distance’s start time with the participant’s info and registration fee. A same day fee may apply.

- 18) Do you offer first aid at the event? Can you dispense asthma or pain medication, if necessary?

ALL of our events have a first aid responder, who can handle minor cuts & scrapes, as well as all other basic first aid requirements. Any form of medication – whether asthma, pain, or other – is outside of the realm of ‘basic first aid’. In fact, a first aid responder can’t legally dispense medication!

- 19) What’s your bad weather policy?

If the weather forecast calls for bad weather (including a temperature of above 35 degrees Celsius) at 5pm the day prior according to the official BoM website (Bureau of Meteorology, www.bom.gov.au), the event will be rescheduled. Participants will be notified through both email and text messages, using the contact number and email address they provided upon registration. Additionally, a notice will be placed on the event Facebook page and the website. **If more than 72 hours notice is given, NO text message will be sent.**

GoodRunnings will work with each participant regarding the rescheduled event. Partial or full credits will be on offer for participants who cannot make the rescheduled event. **Refunds are not available to anyone who cannot make a rescheduled event, unless they purchased ‘bad weather’ insurance.**

Regarding credit, full credit will be made available to all registrants who informed the organiser of their inability to attend within 48 hours of the time the ‘reschedule’ email was sent by GoodRunnings. Fifty percent credit will be made available to all registrants who informed the organiser of their inability to



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attend between 48-72 hours of the time the 'reschedule' email was sent by GoodRunnings. NO credit will be made available to all registrants who informed the organiser of their inability to attend after 72 hours of the time the 'reschedule' email was sent by GoodRunnings.

The credit will only be for the registration cost. Medals, engravings, other optional merchandise, and processing fees are not eligible for credit.

20) What's your emergency contingency plan?

We have several, depending on the emergency and on the event. We'll explain any which are relevant during the race briefing, but the basic gist is this: If you see a race marshal on the course, listen to his/her/their directions!

21) If I see a distressed runner on course but I'm running well, what should I do? Stop and help.

22) What is your policy regarding questionable results (such as in the situation of alleged cheating)?

We reserve the right to request a GPS verification if a question is brought to us about a runner or activity. In such a situation, we would not be concerned if the GPS was slightly short or showed the runner may have made an honest mistake about the course direction. Our only concern would be if the GPS verified that the runner had a discrepancy of such magnitude that it could be construed as signifying an intentional and significant shortening of the course.

If a runner under question is not able to produce a GPS result or produces a GPS result with a significant discrepancy, the matter would be brought to the Advisory Board for further consideration. Each situation would be handled on a case-by-case basis. Potential results can include (but are not limited to) a "DQ" [disqualified] mark on the results list, banning from future GoodRunnings events for a stated or indefinite period of time, and reporting to further authorities.

23) Does any of the entry cost go towards charity?

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Yes.

GoodRunnings supports Women's Safety Services SA and Northern Adelaide Domestic Violence Services. As part of our support, GoodRunnings allocates money from every registration towards WSSSA/NADVS - \$3 for every entry under 21.1km and \$5 for every entry of 21.1km and above, with a cap of \$800. We also collect donations during registration for anyone who wishes to donate extra. After the event, we combine the allocation per registration with the amount donated and transfer the money to WSSSA/NADVS, after which we'll post the donation receipt to the event page.

24) How do I know how much money goes to charity from each event?

Don't worry, we'll tell you – in the event email, the race briefing, AND the event page.

25) How do I know the money you claim is donated to charity actually goes there?

We believe in holding ourselves fully accountable. After an event, the donation receipt is posted on the event page. This typically happens on the Monday immediately succeeding the event, but can be delayed in rare circumstances. If you haven't seen the receipt and wish to, please contact us at GoodRunningsinfo@gmail.com .



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Price Questions

1) Why are your events so costly?
They're not. They're actually some of the lowest priced in the country. As runners, we're well-aware of how low-cost our events are!

2) Why are your events so cheap?
That's a better question!

We believe running events should be accessible and affordable to everyone!

3) Why aren't your events cheaper?
We aim to offer a 'boutique' running experience, providing different courses, medals, and experiences at each event. We wish for this to be affordable to everyone – while, at the same time, compensating the planners for their hard work and efforts. We strive for our prices to match both aims.

4) Are your events always going to remain so affordable?
Our events are always going to remain affordable, though the specific price may increase over time to compensate for the preparation time incurred.

5) Do I have to be a member to join an event?
Absolutely not!

Anyone can join into an event – though we are in slow-moving discussions regarding offering annual memberships, where paid members get benefits, including discounted race entries.

6) What's your contact info?
Email: GoodRunningsinfo@gmail.com



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Instagram: GoodRunningsAustralia1

Facebook: <https://www.facebook.com/groups/GoodRunnings/> and
<https://www.facebook.com/GoodRunningsAustralia1/>

Website: <http://www.GoodRunnings.com.au>



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Questions Regarding How to Help

- 1) I have a suggestion for a great course! Are you interested? Absolutely!

However, if the “great course” is a trail which is already being by another organization – SARRC, TRSA, etc – we might give it a pass. Our goal is to showcase the UNEXPLORED segments of SA. If another organisation is already using that segment, it defeats the point to use it again!

- 2) This sounds like a great organization! How can I help?

You can help in any way you'd like. Feel free to promote us, sponsor us, participate as a runner, or be a supporter!

- 3) Do volunteers receive anything?

ABSOLUTELY!

Volunteers receive joy in helping others achieve their goals, eternal gratitude... and a discounted race entry (which they can use themselves or gift to another runner)! The discount is equivalent to the amount of time the supporter volunteered for. One hour of volunteer time is worth a 10% discount, with a maximum of a 90% discount available.

- 4) This sounds like a great organization! Can I be a sponsor and offer prizes?

YES! If you'd like to offer a prize, PLEASE GET IN TOUCH. Email us at GoodRunningsinfo@gmail.com. Thanks!