

Event Questions

General

- 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 time is 6pm, unless otherwise stated. This typically allows 12 hours from the early start wave.

- 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 unless refund protection had been purchased for the ticket during registration. 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.

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

Yes, up to a week (7 days) before the event.

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, an admin fee is applicable.

- 6) Can I change my distance after registering?
Yes, up to a week (7 days) before the event.

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. No refund will be offered for a cheaper distance. Additionally, an admin 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. Bib collection opens 30 minutes prior to the early start.

- 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 about the event?
If you have registered for the event, an official event email will be sent to the email address you supplied during registration. This is typically sent out between the Sunday and Tuesday prior to the event, though it can be later in unusual circumstances. If you have not received the email by this date, please check your spam folder.

Additionally, the event email is typically available on the event page of website. If you have any further questions, don't hesitate to contact us at GoodRunningsinfo@gmail.com.

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

You officially become part of the event.

Specifically, you get a bib to wear, 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. If you take part in any of our AUTRA-listed events, you can also achieve AUTRA points for your efforts.

13) What do you have available at the aid station?

The main aid station of every event is fully stocked! This typically includes:

- Hydration: water, sports drink, coke/pepsi, ginger ale
- Basic snacks: lollies, chips (vegan and regular), pretzels, biscuits
- Fruit: bananas, oranges, and a “special” fruit – typically, pineapple, melon, and/or watermelon

Additionally, many of our events have homemade baked goods, including gluten-free vegan brownies, gluten-free vegan chocolate chip cookies, and/or gluten-free vegan banana bread.

Our time-based events and our GoodRunnings-supported events also contain sandwiches, soup, pasta/pizza, coffee, hot chocolate, and tea.

14) I have specific food requirements. Do you cater to that?

Depends on your requirements. All of our events offer vegan options, including vegan lollies. Our baked goods include vegan and gluten-free options. If sandwiches, pizza, or soup are offered, vegan and gluten-free options of these are also available.

15) 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.

16) Do you allow same-day registrations?

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 45 minutes prior to your distance’s start time with the participant’s info and registration fee. A same day fee may apply.

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

Our events typically 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’.

18) What’s your bad weather policy?

If the weather forecast predicts bad weather (including a temperature of above 35 degrees Celsius) during the peak hours of the event, the event will be rescheduled or shifted to an earlier hour. All efforts will be taken to ensure this judgment will be made by 5pm the day prior to the event; if the forecast does not predict temperature above 35 degrees (or other hazards) by 5pm the day before the event, the event will likely continue as planned. The temperature and other conditions will be based on the forecast set forth by the official BoM website (Bureau of Meteorology, www.bom.gov.au). 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. **No refund – whether partial or full – will be available to a participant who cannot make a rescheduled event, unless they purchased either bad weather insurance or refund protection.**

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 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.

19) Do you have any options for reimbursement if the event changes due to bad weather?

Yes, we have “bad weather” insurance available for purchase during registration. “Bad weather” insurance guarantees the purchaser a FULL refund of the registration fee, plus a full refund of any medals or engravings purchased in situations in which the event was rescheduled BY GOODRUNNINGS due to bad weather. The insurance fee will also be refunded in full in circumstances in which it is used. One “bad weather” insurance policy covers one ticket. If multiple tickets are purchased in the same registration form and only one “bad weather” insurance policy has been purchased, the registrant must specify which ticket the policy applies to. If the registrant does not specify during registration which ticket the policy applies to, the policy will automatically be applied to the highest ticket charge.

The refund is only available if the purchaser chooses not to attend the rescheduled date. The purchaser is requested to inform GoodRunnings with as much notice as possible that they will not attend. They must inform GoodRunnings more than 24 hours prior to the rescheduled event that they will not attend (and wish to use their policy) or else forfeit the refund.

If a ticket holder had refund protection purchased for their ticket, they can apply the refund option to a rescheduled event they cannot attend. The rules for refund protection, explained below, apply in that scenario.

20) Do you have any options for reimbursement if my plans change and I cannot attend the event?

Within the 28 days prior to an event, refunds are available if the participant purchased “refund protection” for the ticket during registration. Like bad weather insurance, the purchaser must state during registration which ticket the refund protection applies to; failure to do so will result in it being applied to the ticket of the highest cost.

“Refund protection” guarantees the ticket holder a FULL refund of one registration fee if the PARTICIPANT chooses to cancel their registration at any time, up to and including 24 hours prior to the event. If cancelled between 24 hours prior to the event and the start of the event, only 50% of the registration fee will be refunded. The refund protection cost will NOT be refunded in any circumstance.

This protection can only be purchased during registration. Participants without this protection can still get a full refund (minus an admin fee) if cancelling more than 4 weeks prior to the event.

21) Your instructions are to wear the bib fully on our front, visible to the camera and parallel to the timing mat. What happens if I don't do this?

If you don't wear the bib in accordance with the instructions, there's an increased likelihood that the timing mat will not pick you up, which means your preliminary results will be incorrect.

It is up to you if you wish to wear the bib in accordance with the directions, but, if you do not wear it in that manner, it is at your risk. If your need to verify your results such that the video footage is pulled up and the video footage shows you are not wearing your bib correctly, you will be DQ'ed or DNF'ed.

22) Can I take my bib with me after the event?

No. If your bib has a timing chip on it, we require that you bring it back to us so that we can reuse it. However, we are happy to provide you with a souvenir bib if you request it, either during registration, between registration and race time, or any time after the race.

23) What's your emergency contingency plan?

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

24) If I see a distressed runner on course but I'm running well, what should I do?

Stop and help. We will endeavour to credit you with the time lost if you are able to complete the course. "Crediting you with time lost" would entail removing the time spent in providing aid from your finish time. In circumstances where providing aid has rendered you unable or unwilling to complete the course, we will provide you with credit for a future event.

Results, Prizes, & Podium

25) Do all runners receive a finisher's award?

Yes.

All participants receive a complementary 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.

26) 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. A finisher's medal will not be provided to a participant who failed to finish the registered distance in the prescribed conditions. Medal refunds will NOT be made available in this circumstance.

"Prescribed conditions" may include (but are not limited to) completing the prescribed course and registered distance on the event day, during the event time, as part of the event.

27) 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 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 or a medal as long as they are present at the ceremony. **If a competitor is not present at the podium ceremony, he/she/they forfeit the prize and medal/certificate.** No prize, medal, or certificate will be made available to a winner after the event has finished.

28) How can a competitor be eligible for podium recognition? What is podium recognition?

Podium recognition is when someone is recognised as 1st, 2nd, or 3rd place in their category (currently defined by sex/gender) for their distance. Podium recognition can include being called onto the podium during the podium ceremony, receiving the medal/certificate and/or prize that accompanies the

podium placement, and being publicly listed on the list of podium winners, published after the event.

To be eligible for a podium recognition, a runner has to start at the standard wave time for his/her distance and run the prescribed course. Anything that results in a registrant not running in the same conditions as other runners can disqualify the registrant from being eligible for podium recognition.

29) Do all recognised podium placements get a medal?

All podium placements which are eligible for podium recognition are eligible for *either* a medal or a certificate – which they receive depends on the policy in place.

Previously, our policy has been that the determining factor was the amount of people in one's distances – that distances with more than 10 people had a 1st place medal, distances more than 20 people had a 2nd place medal, and distances more than 30 people had a 3rd place medal.

A new policy is being trailed. The new policy is that standard distances receive 1st, 2nd, and 3rd place podium medals, whereas non-standard distances receive a podium certificate. Standard distances include 5km, 10km, 21.1km, 42.2km, 50km, and 60+km, as well as any other ultra distances. Non-standard distances include 1km, 2.5km, 7.5km, 15km, and 30km.

The City Run, Barossa Run, and Dusk to Dawn 6/12 operate under the new policy. It has yet to be determined if the Geek Run or Reindeer Run will operate under the new or previous policy. If you are uncertain which policy applies to the event you have registered for, please contact us at GoodRunningsinfo@gmail.com.

30) I wasn't present during the podium ceremony. Can I get my podium medal mailed out?

No. Attending the podium ceremony is a condition of receiving the podium medal/certificate and prize, if applicable. **If you are not present for the ceremony, no medal, certificate, or prize will be available to you.**

31) Are there any additional rules for podium eligibility for the "Kid's Dash"?

Yes, one additional rule applies to the 1km. Though we allow people of all ages to be part of the 1km, the focus of the event is intended to be a "Kid's Dash" – specifically for children 8 and under. New runners, guardians, and anyone else who wishes to participate in the 1km is welcome to do so, but, only those 8 and under are eligible for podium recognition of this distance.

32) When are results released?

Under typical circumstances, live results are available on the day of the event. These results are considered “preliminary” and may be altered up until the results are finalised, which typically occurs within 3-4 days of the event. Finalised results cannot be altered except in extreme circumstances when unforeseen details come to light about a runners’ performance.

33) What procedure do you undergo once the preliminary results are published?

We undergo a results verification procedure.

Once the preliminary results are published, they undergo a process. The process is:

- Some results are flagged for further verification. Reasons a result might be flagged include (but are not limited to): an unreasonably long split time, an unreasonably short split time, a discrepancy in the runner’s recorded split times, race marshal/volunteer notification of the failure of a lap to record, and a request/query raised by someone present at the event. An example of a discrepancy would be if someone does a 5km loop in 30 minutes and then does their second 5km loop in 3 hours. Such a split would get flagged, as it is unusual.

- Once discrepancies are flagged, we pull up the timing equipment records to check if the lap was picked up by the timing system directly or manually added in. We also pull up the video footage for verification. At this point, the participant may be contacted (and/or their Strava or other GPS records pulled up) to get an estimation of when the participant should have passed the timing mat.

- In the rare circumstance where a result is still an anomaly worthy of concern after these, further verification of results is sought, including verifying via the runner’s personal GPS. If the concern is related to if the participant followed the prescribed course and/or intentionally cheated, failure of the participant to provide GPS records of their distance and/or map (whichever is requested) in a reasonable timeframe may result in removal from podium recognition or disqualification from the results, among other potential consequences. Additionally, if the event is AUTRA-listed, AUTRA may be informed of the situation.

34) Is there any situation in which you might request and/or view a runner’s GPS records (including Strava)?

Yes, there are at least three situations in which a runner’s GPS records may be viewed or requested. These situations include (but are not limited to):

- to narrow down the timeframe for which video footage needs to be reviewed (refer to the results verification procedure)

- when there are concerns of intentionally cheating and/or [failure of] following the prescribed course (refer to the results verification procedure)
- random verification of the timing equipment

The first two scenarios are explained in detail in the question regarding results verification. The third scenario is as it sounds. Sometimes, we wish to check the accuracy of the timing equipment. To do so, we may request or view the GPS records of various participants, typically randomly selected.

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

We reserve the right to engage in a GPS verification in a situation where potential cheating and/or failure to follow the prescribed course/distance is a concern. 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 significant change of the course/distance or used a method of travel that is not supported in a footrace.

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.

36) Are there any other policies we should follow, which are not explicitly listed in this manual?

Yes, all runners, volunteers, crew and other persons connected to GoodRunnings and its events (including the GoodRunnings-sponsored events) must follow the Anti-Harassment Policy and the Code of Conduct, as well as any other policies stated by the director or race marshal. The Anti-Harassment Policy and Code of Conduct are available on our website at <https://goodrunnings.com.au/policies-procedures/>.

Charity

37) Does any of the entry cost go towards charity and/or registered not-for-profit organisations?

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.

38) 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.

- 39) 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. If you haven't seen the receipt and wish to, please contact us at GoodRunningsinfo@gmail.com .

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 correlated 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) I can't volunteer on the day. Do you have any volunteer roles that involve pre- or post-event work?
Yes!!! We have several activities that volunteers can do (without attending the event), including sorting out bibs, picking up event supplies, contacting potential sponsors, and marking the course. You can sign up for this through the volunteer link or contact us to express interest at GoodRunningsinfo@gmail.com.

5) I want to do more than just basic volunteering. Do you have any roles that require more effort?

Yes, you can apply to be part of our team! Look at the website for the details of team positions or contact us directly, at GoodRunningsinfo@gmail.com.

6) 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!