



Refund, Deferral and Transfer Information:

From the moment we begin to organise an event, we start to incur costs. Your entry fee is invested into the cost of staging the event - everything from barriers to toilets, from printing to safety pins, from race numbers to marketing and the VAT man. Organising any event requires a considerable amount of forward planning, risk and expense. Therefore we are unable to offer refunds or defer entries.

Event Cancellation (or Postponement):

Circumstances may dictate that for reasons beyond our control we are unable to use the proposed race route. This may well happen at the last minute due to issues such as extreme weather; an accident on route, the course is crime scene or a more obscure reason!

If there was to be an issue with a race route in the lead up to the event or on the day, we would try to do the following in order of preference...

- 1. Seek to re-route the course - this would result in the race distance probably not being as advertised. We would endeavour to make it as close as possible; however it may well have to be reduced significantly.*
- 2. Seek an alternative date – if conditions/events dictated we could not stage the race on advertised day then we would try to find an alternative date.*
- 3. Cancel the race – Offer runner's entry to another City Runs Events race at a discounted race, where possible.*

What we can't do...

Provide refunds, once we have committed to putting on an event, considerable money and time is invested, this funded by the entry fees. We need to book facilities, hire equipment, recruit staff and arrange medical provision – if the event is cancelled then we will still incur these costs. As a result we are not able to provide refunds if as an absolute last result we have to cancel an event. Also for our bigger events it would not be possible to carry entries over to the following year because the entry fees are needed to cover the event overheads. We would be absolutely devastated to have to cancel any of our races for reasons beyond our control but if there is a question over safety we will always put runner's safety first!