

Curly's FAQ's



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1. Amending your entry, including transfers and deferring

- How do I amend my entry details?
Visit www.etchrock.com and log on with your email address and password. Click on My Orders and Tickets, then click on edit participants details.
- Someone wants to run in my place?
Visit www.etchrock.com and log on with your email address and password. Click on My Orders and Tickets then click on transfer ticket to a friend. This can be done up until 14 days before the race.
- How do I move entry to another Curly's event?
Visit www.etchrock.com and log on with your email address and password. Click on My Orders and Tickets, then click on change ticket type. You will then be able to select the race you wish to move to from the list of available races (subject to any possible difference in the race entry fee). This can be done up until 14 days before a race.
- I want to defer my place until the following year?
Visit www.etchrock.com and log on with your email address and password. Click on My Orders and Tickets, then click on defer a ticket. You will receive an email confirming you have deferred your place. Once the new race is on sale, you must then 'claim your ticket' for the new race. Keep an eye on our website/facebook page for up to date information on races. This can be done up until 14 days before the original race you registered for.
- How do I add merchandise onto my order after I have entered a race? i.e T-Shirt/Hoodie ?
Visit www.etchrock.com and log on with your email address and password. Click on My Orders and Tickets, then click on add merchandise. This can be done up until 14 days before a race. For some races, we may have some spare T-shirts and hoodies on the day, subject to availability. However, we recommend to purchase in advance to avoid disappointment.



2. Refunds and Cancellations

- What are my options if I can no longer take part?
You have the option to defer your place until the following year, up to 14 days ahead of the event or transfer to any of our other events (subject to any possible difference in the race entry fee), or receive a refund (based on the refund timeline, see below).
- How do I request a refund?
Visit www.etchrock.com and log on with your email address and password. Click on My Orders and Tickets then click on request a refund.
- Why can't I get a full refund?
Our refund policy states that we will refund entry costs to the tune of 100% 90 days prior to the event, 75% for 60 days before and 50% up until 28 days before. After this date, we are unable to process refunds. This is because we have allocated costs per person and commit to these ahead of the event day. We do our very best to give you as much back as we possibly can, the % is the same as our commitments ahead of the day, but clearly excluding the year plus work that goes into each of our events.
- Can you just sell my place?
We're afraid it gets very complicated for us to manage with thousands of runners. However, we can transfer the name of the runner for you up to 14 days before.
- What happens if the event is cancelled due to Covid 19?
You have the option to move to the events new date, defer your place until the following year, transfer to any of our other events or receive a full refund.

3. Corona Virus '29th July 2020

- *We understand that Covid 19/ Corona virus is of concern to our runners. Due to this, we have taken extensive measures to ensure your safety and well-being.*
- *We ask that if you are displaying any symptoms of corona virus i.e raised temperature, cough, sore throat, that you do not attend our races. You are able to transfer your place to another event if you display Covid Symptoms. However you must complete the following form found here and your details may be used as part of track and trace.*
- *Please see the event information pack for detailed, individual measures that we are taking around our races.*
- *Should we cancel an event from Sept 2020 onwards due to Corona virus then you will be able to transfer to any of our races, move to the following year or obtain a refund. We would please ask that you transfer or defer wherever possible, it's a tough environment for a small business like ours and we want to ensure we're here for runners in the future (we also understand you may have challenging personal circumstances so please look after yourself firstly :))*



4. General Queries

- How many places are left?
Please follow our Facebook page for updates on availability. Races do tend to fill up quickly, so to ensure a spot, make sure you book early! (all of our races fill up)
- How does the waiting list work?
Once the event is full you can sign up for the waiting list. As a space becomes available, you will receive an email allowing you 48 hours to take up the spot. After this time has passed, it rolls down. Please ensure you check your email junk folder as they can sometimes end up in there! It is your responsibility to check your emails for updates. If you do not respond within the 48 hours, you have missed your spot and we cannot reissue an invite.
- What is the minimum age for races?
For a full marathon it is 18, half marathon distance, it is 17. For all our 10K's, this is 15. For the 5K's, it's 11. We do have junior events, so please check the specific event page for details.
- Is the race suitable for wheelchairs/mobility scooters?
Most of our races are suitable, but due to the terrain some are not. Please get in touch to ask about a specific event.
- Can I run with my dog?
Dogs are only allowed at our Sprout Scuttle 5K race currently. We also support the 'Paws in the Park event'. However, guide and assistance dogs are welcome at all of our events.
- Can I run with a pushchair?
Some of our races are not suitable for pushchair use- please see individual race events on the main Curly's page. These will specify whether they are suitable or not. If in doubt, please contact us at contact@curlysathletes.co.uk
- I'm visually impaired and need a guide runner. Do they need to enter?
Guide runners do not need to enter separately. On entry, there is an option for if you require a guide runner. If you only indicate that you require a guide runner but no name, then they will not appear in the results. If you have any specific requests, please drop us a note at contact@curlysathletes.co.uk
- What is the size guide for T- Shirts?
X- small= 30-32-inch chest
Small=34-36, medium =38-40, large 42-44, XL 46-48 and XXL is 50-52.
All of our t- shirts are unisex.



5. Race Day and Race Numbers

- How can I check I've entered?
You will receive a confirmation email on entry and will receive updates in terms of course information normally 2 weeks before an event. Please check your junk file, as some end up there. It's also really important to carefully input your email address as you enter an event- failure to do so means you won't receive any confirmation or email updates.
- I've not had any information through/ no confirmation email
Have a quick look in your spam folder to check it has not gone in there. If not log onto www.etchrock.com and using your email address and password, log into your account. Here, you will find details of all of your race entries with Curly's Athletes
- Are there any entries on the day?
Unfortunately, none of our races are entry on the day. All our events sell out in advance – so make sure you book yours now!
- When do I get my race number?
For all our races with the exception of Junior events, Supermile, Santa Dash and Elf Yourself, you will receive your number by post. You will receive this prior to the event (an expected arrival date will be posted on the event webpage nearer the time) and you are responsible for fetching this to the race. We do not make any provisions for people forgetting numbers. Remember, no number = no race, so don't forget! The event will have a cut-off date for postal entries and then anybody purchasing after this date will need to collect from the venue at event weekend.
- My race number has not arrived?
Please contact us as soon as possible at contact@curlysathletes.co.uk. You should expect it anytime from 14 days up to 72 hours before race start. We will let you know when they're on their way!
- How do I get my T-shirt?
If you have pre-ordered a t shirt or a hoodie, these will be available for collection either before or after the race.
- Can I buy a t-shirt/ hoodie on the day?
We have limited t-shirts/hoodies on the day. These are sold on a first come, first served basis and cannot be reserved.
- I didn't do the event but paid for a t-shirt. How do I collect this?
We keep uncollected t-shirts/hoodies for one week after an event. If during this 7-day period you contact us, then we can arrange for collection/delivery. Depending on item, this may incur a face value delivery fee.
After the 7-day period, unclaimed clothing is donated to charities or local colleges.
- Are there cut off times for the event?
We are an inclusive company and as such, we want our events to be



open to everybody, regardless of ability. Therefore, we have no cut off times for any of our races.

- **Is there a bag drop?**
This all depends on the race being run. Please see individual race details for if a bag drop is available.
- **What is the route?**
Routes are shown on event web pages. Also, all of our events have a map of the course at registration.
- **Can I have a vegan, vegetarian, gluten free option?**
We try and cater for everyone. Please help us to get the number of cakes right by highlighting dietary requirements when entering an event. We do provide vegan and gluten free options at all of our events- including sweets on the route!

6. Post Race, results, photos

- **Where can I find my results?**
Our results are posted out later the same day of the event. A post will be put out on Facebook with a link to the results page. If you do not have access to Facebook, all results will be posted onto Curly's Athletes main page later on.
- **When will they be ready?**
All results are available on the same day as the event- please note that these are all provisional results. If you notice any problems with your result, please email results@racetimingsolutions.co.uk and we will amend these as soon as we can.
- **My race details are wrong!**
If you have any problems with results, please contact us at results@racetimingsolutions.co.uk and we will do our very best to sort these out for you.
- **Where are the photos and when will they be ready?**
Photos will be shown on both Facebook and the main Curly's page. A post will be sent out on Facebook as soon as they are ready.
- **I think I won my category. What are the prize categories?**
Prize categories are very different to age categories. Our age categories increase in five-year age groups. Please check the specific event information pack for the prizes on offer for your event.
If you think you may have won a prize, please contact us at contact@curlysathletes.co.uk