

## FAQ's

### Amending Your entry

- How do I amend my entry details? i.e. to cancel / add a T-shirt or hoodie/move races  
Visit [www.curlysathletes.co.uk](http://www.curlysathletes.co.uk) and click on the selected event. At the bottom of this page will be a link to amend entry- click on this and it will show you your options.
- How do I substitute an entry?  
Follow the information as above, and the link will take you to the entry page- log in with your email and password details and it will give you the option to substitute an entry.

### Swaps, Transfers and cancelling entries

- Someone wants to run in my place?  
Please see [how to substitute an entry](#).
- How do I move entry to another event?  
Please see [how to amend an entry](#)
- Why can't I get a 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 are unable to recoup these.
- 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.

### General Queries

- How many places are left?  
Please follow our Facebook page for updates on availability. Races do tend to sell out quickly, so to ensure a spot, make sure you book early!
- 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!

## **General Queries (continued)**

- What is the minimum age for races?  
For 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?  
Guide dogs and medical assistance dogs are welcome at all our events. In other circumstances, the only race we allow dogs to run at currently is the Great Sprout Scuttle. This is one well behaved dog per runner only.
- 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](mailto: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 on results. If you have any specific requests, please drop us a note at [contact@curlysathletes.co.uk](mailto: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.

## **Registration, 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.
- 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.riderhq.com](http://www.riderhq.com) and using your password and email address , log into your account. Here, you will find details of all of your race entries with Curly's
- 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 is registration?  
All of our events have a Facebook page with all the details of the event. We also publish registration details on our main page, under the event title. All our events (bar the Supermile) also offer pre-registration on the day before the event- individual timings can be found under the event titles on Curly's main page.

## **Registration, Race Day and Race Numbers (continued)**

- When do I get my race number?  
With the exception of the Doncaster 10K and The Doncaster Half Marathon, all other events are collection on the day. All of our events also offer the option of pre-registration (day before the event.)  
All timings for these are on our website. Click on the individual races and it will tell you what time registration is open.  
In regard to the Doncaster 10K and half marathon, 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.
- How do I get my T shirt?  
If you have pre-ordered a t shirt or a hoodie, these will be available for collection at registration alongside your number.
- 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 recycled or donated to charity.
- 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 pages. Also, all of our events has 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!

## **Post Race**

- 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](mailto:results@racetimingsolutions.co.uk) and we will amend these as soon as we can.

- 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.
- My race details are wrong!

If you have any problems with results, please contact us at [results@racetimingsolutions.co.uk](mailto:results@racetimingsolutions.co.uk) and we will do our very best to sort these out for you.

- 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](mailto:contact@curlysathletes.co.uk)