

Hi everyone,

As previously announced, we are sadly postponing the remainder of our 2020 events; The Doncaster 10k, The Great Sprout Scuttle, Santa Dash, Elf Yourself & Rudolph's Revenge.

We continue to have the best interests of our runners and charities at the heart of everything that we do, and we are looking forward to helping people achieve their running goals over the next four months, with a great collection of virtual events 😊

For all those entered into 2020 events, you have the option to;

- Take up a virtual challenge option, keep running and support the associated charities
- Move to any event in 2021
- Obtain a refund (minus any external admins fee/card charges etc)

This note is to help you understand what to do and how to do it... and don't forget we're only an email away, but please be patient with us in responding (as we will be pretty busy helping your fellow runners 😊)

If you are already entered as a virtual entrant, this will have no impact on you :)

Running and physical activity has never been more important than now; we're obsessed with helping people get and stay active ... including us 😊

The following pages are laid out by event and **at the end are the generic instructions on how to defer your entry to any 2021 event, or obtain a refund.** Updates on our Christmas events will continue, as we still have plans being worked through with our charities, so thank you for your patience.

'We can't fix all the world's problems through running,
but it's a great place to start' ... Curly x

Read on to find out about your event...

The Great Sprout Scuttle – December 13th

Join us for the virtual challenge! – To do this you simply need to DO NOTHING 😊
We will then convert your entry, add in an event t-shirt, and post it all out with your medal, cake and thank you card 😊

A Donation from each entry goes to support The RSPCA Doncaster re-homing centre, along with 100% of any donations and fundraising. We are also donating free spaces to the charity.

We've got a new results system and lots of extra activity taking place, find out more here: <https://curlysathletes.co.uk/the-great-sprout-scuttle>

Decision cut off = 15th November, after this time we will assume you wish to continue with the virtual event. This helps us plan and order kit so we don't under or over order.

Deferring, Transferring, Technical Problems and Refunding

- 1) Defer your place. This will then allow you to enter the event next year, or use the ticket when you're ready, for any of our 2021 events (paying any difference if more expensive and the ticket will have an expiry date for booking with it)
You can do this by doing the following:
 - Log onto www.etchrock.com
 - Go to my orders, click on the 'order details' containing your ticket
 - Click 'defer ticket'
 - Select the ticket you wish to defer
 - Click confirm
 - You will then see a 'deferred' badge on the ticket which has been deferred, click on 'claim ticket'
 - You will be able to select from a list of events available
 - Once you have selected the event we will then show you a dropdown list of available tickets
 - You will then be able to complete the order, and EtchRock will email your new ticket

- 2) If you're having technical difficulties with moving events, or would like a refund (minus a booking fee, which is run by a third party) please e-mail us at contact@curlysathletes.co.uk