**Event Questions**

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 especially 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.

1. What’s your cut-off policy?

Our official cut-off policy is 9 hours from the first standard wave time, unless otherwise stated. So, basically, as long as you’re still out there, we’re still supporting!

1. Do you accept early or late starts?

Yep! An early start is available at all events, typically occurring two hours before the first 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](mailto:GoodRunningsinfo@gmail.com)) to request it.

1. What’s your refund policy?

Our refund policy is stated in the event waiver -- any cancellations which occur more than 30 days prior to the event are refundable; any cancellations which occur within the 30 day period are non-refundable. Though cancellations within the 30 day period are not required to be refunded, we tend to provide a 50% event credit to be applied to the participant’s next race entry if he/she contacts us within the 30 day period. The 50% credit is NOT an official policy - just a general tendency, offered as a gesture of goodwill in sympathy to particular situations.  
  
Honestly, full refunds within the 30 day period are just not realistic, due to the costs incurred in preparing a participant’s entry.

1. Can I transfer my entry to another runner?

Yes.

Please contact us ([GoodRunningsinfo@gmail.com](mailto: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, a $5 administration fee is charged if this occurs within 30 days prior to the event.

1. Can I change my distance after registering?

Yes.

Please contact us ([GoodRunningsinfo@gmail.com](mailto: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. Additionally, a $5 administration fee is charged if the transfer occurs within 30 days prior to the event.

1. Where do I collect my bib?

You collect your bib on race day, 30 minutes prior to your distance’s start time.

1. Is there a race briefing?

Yes. Race briefings occur 15 minutes prior to your distance’s start time, unless otherwise stated.

1. Where can I get more information?

If you have registered for the event, you will receive an official event email typically on the Wednesday or Thursday prior to the event. If you have any further questions, don’t hesitate to contact us at [GoodRunningsinfo@gmail.com](mailto:GoodRunningsinfo@gmail.com).

1. Are children allowed?

Underaged runners & walkers are allowed, as long as their guardian has signed the event waiver and is present at the event.

1. Do all runners receive a finisher’s award?

Yes.

All participants (runners or walkers) can elect to receive a free 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.

1. I didn’t complete my distance, but I purchased a medal. Do I still get to keep it?

No, it’s a finisher’s medal. Only finishers can get a finisher’s medal. Think of it as added enticement.

1. 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 less work 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 (if less than 10 people in the distance) or a medal (if 10 or more, as of the Tuesday prior to registration close), as well as a discount voucher for a future GoodRunnings event. The amount of the discount depends partially on the participant’s placement and partially on the amount of people in that distance.

**To be eligible for a podium prize, a runner has to start at the normal wave time for his/her distance.**

1. What do I get if I join an event?

You get to be part of the event. 😊 Specifically, you get a bib, 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 Marathon Club-official” marathons, you can get your results recognised by the Australian 100 Marathon Club.

1. 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 low-cost event. 😊

Plus, registering for the event also helps recognise OUR efforts, in putting it on.

1. 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 30 minutes prior to your distance’s start time with the participant’s info and registration fee. A same day fee may apply.

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

ALL of our events 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’. In fact, a first aid responder can’t legally dispense medication!

1. What’s your bad weather plan?  
   If the weather forecast calls for bad weather (including a temperature of 35 degrees and above) at 5pm the day prior according to the official BoM website (Bureau of Meteorology, [www.bom.gov.au](http://www.bom.gov.au) ), the event will be rescheduled. 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.

GoodRunnings will work with each participant regarding the rescheduled event, including offering a credit/refund if the participant is unable to make the new date.

1. What’s your emergency contingency plan?

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

1. If I see a distressed runner on course but I’m running well, what should I do?

Be a good human. Stop and help. Get aid.

1. Does any of the entry cost go towards charity?

Yes.

From June to December 2019, the policy has been that participants have the option of donating to charity during the registration process. GoodRunnings has matched each donation, dollar-for-dollar, and plans to continue to do so (with the maximum cap of $500 per event).

Additionally, from January to March 2020, $1 of every entry fee will also go to charity. From April 2020 onwards, $2 of the entry fee will go towards charity.

1. 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.

Not only is it considerate to share this info… but, legally, we’re REQUIRED to. Any organisation which advertises a fundraising element is legally required to disclose precisely how much of the event’s earnings have gone towards charity.

1. 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 in rare circumstances. If you haven’t seen the receipt and wish to, please contact us at GoodRunningsinfo@gmail.com .

**Event/Price Questions**

1. Why are your events so costly?

They’re not. They’re actually some of the lowest priced in the country. As runners, we’re well-aware of how low-cost our events are!

1. Why are your events so cheap?

That’s a better question!

We believe running events should be accessible and affordable to everyone!

1. Why aren’t your events cheaper?

We aim to offer a ‘boutqiue’ running experience, providing different courses, medals, and experiences at each event. We wish for this to be affordable to everyone – while, at the same time, compensating the planners for their hard work and efforts. We strive for our prices to match both aims.

1. Are your events always going to remain so low-priced?

Our events are always going to remain low-priced, though the specific price may increase over time to compensate for the preparation time incurred.

1. Do you have any free events?

Every other Thursday, we offer a free social ‘plog’ – Picking up Litter while jOGging. See the ‘Social Plogs’ section of our website for more details.

1. Do I have to be a member to join an event?

Absolutely not!

Anyone can join into an event – though we are considering offering annual memberships (starting in June 2020 as a half-year membership), where paid members get benefits, including discounted race entries.

1. What’s your contact info?

Email: [GoodRunningsinfo@gmail.com](mailto:GoodRunningsinfo@gmail.com)

Phone: +61412977006

Instagram: GoodRunningsAustralia1

Facebook: <https://www.facebook.com/groups/GoodRunnings/> and <https://www.facebook.com/GoodRunningsAustralia1/>

**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!

1. 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!

1. 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 equivalent to the portion of the event the supporter volunteered at. If the supporter volunteered for 100% of the event, he/she receives a 100% discount off of a future event; if the supporter volunteered for 50% of the event, he/she receives a 50% discount off of a future event; etc.

1. 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](mailto:GoodRunningsinfo@gmail.com). Thanks!