

# You have Questions, We Have Answers.

## REFUNDS

1. Policy?
  - Due to the nature and expense of this event, refunds are not available unless there are extreme extenuating circumstances. We encourage you to find a substitute then email: [Mudrun@heartofthebride.org](mailto:Mudrun@heartofthebride.org) to coordinate the sub's registration.
2. What if I get assigned TDY, deployment, medical condition or scheduling conflict and cannot participate in the race?
  - We encourage you to find a substitute then email: [Mudrun@heartofthebride.org](mailto:Mudrun@heartofthebride.org) to coordinate the sub's registration.
3. Can I transfer my registration to another person?
  - Yes. Email [Mudrun@heartofthebride.org](mailto:Mudrun@heartofthebride.org) to coordinate the sub's registration.
4. What info is required to transfer my race to another person?
  - Full Name of Original Registrant and the following for the Substitute: First & Last Name, Email, DOB, Shirt Size
5. Do I get a refund if I transfer to a less expensive race?
  - No

## SPECTATORS

1. Is there a spectator fee?
  - No. There is no fee to enter the vendor area or observe MudRunners from the Main Fairway.
2. Are there bleachers or seating available?
  - There may be limited bleacher seating on the Fairway.
3. Can I bring a chair? Umbrella? Tent?
  - Chair = Yes, Small umbrella = Yes, Tent = No
4. Where on the course can I watch?
  - Spectators can observe from the Main Fairway, but are restricted from all other areas of the course.
5. Can I bring a pet or an Emotional Support Animal?
  - No. Only trained **ADA Service Animals** (dog or miniature horse, [West's F. S. A. §413.08](#)).
  - NWF does not allow pets anywhere on campus property, including the parking lot.
6. Is smoking permitted?
  - Effective January 1, 2019, smoking and the use of all tobacco products (including e-cigarettes, vaping and smokeless tobacco) are prohibited at all NWF facilities and properties.
7. Is there food to buy at the race?
  - Yes. We typically have at least 1 food/drink vendor on sight.
8. Can I carry in food?
  - Yes, however, alcohol is prohibited on all NWF campus property, including the Parking Lot.
9. Is there a KidsZone?
  - No. We have decided NOT to put up a KidsZone for MudRun 2020.
10. Where is spectator parking?
  - Spectators and MudRunners alike may park in the NWF athletic parking lot nearest the MudRun Registration & Volunteer tents.

## REGISTRATION

1. How do I register to race?
  - Go to: <http://emeraldcoastmudrun.com> and click Register
2. How do I register to volunteer?
  - Go to: <https://heartofthebride.redpodium.com/2020-emerald-coast-mudrun-volunteers>
- Can I register on race day?
  - Yes. Come see us at the Registration Tent. Bring your friends.
3. Do you offer group discounts?
  - Yes, for groups of 10+, contact [mudrun@heartofthebride.org](mailto:mudrun@heartofthebride.org)
4. Can I register for someone else?
  - Yes. They/You must still bring a photo ID and signed waiver to Packet Pick Up
5. Can I register on race day?
  - Yes. Come see us at the Registration Tent. Bring your friends.
6. Can I change my registration? How?
  - Email [mudrun@heartofthebride.org](mailto:mudrun@heartofthebride.org)
7. Can I get a refund if I can't make it on race day?
  - No
8. How do I get my race packet?
  - Packet pickup is at the race site May 15<sup>th</sup>, 1600-2200 (4p-8p) at the NWF race site.
  - You can also pick it up on race day (come at least 1.5 hours before your race time)
9. Do I have to sign a waiver on-site?
  - Yes. ALL registrants sign a hardcopy waiver at the race site.
10. What do I do if the race I want to run is full?
  - Email [mudrun@heartofthebride.org](mailto:mudrun@heartofthebride.org) and most likely we can transfer you.

## RACERS

1. Where/when is packet pickup?
  - May 15<sup>th</sup>, 1600-2200 (4p-8p) at the NWF race site.
2. What do I need to bring to packet pick-up?
  - Photo ID, Signed hardcopy Waiver (copies provided on site if needed)
3. How will I get my race confirmation?
  - Emailed to you when you registered
4. What if I forget my ID?
  - Photo ID is required for packet pick up
5. What if my name changes between registration and race day?
  - Email [mudrun@heartofthebride.org](mailto:mudrun@heartofthebride.org)
6. Can I pick up a packet for another racer? What do I need to bring?
  - Yes. Bring a photo copy of their ID and their signed waiver
7. Do I have to check in on race day if I already got my packet?
  - No. If you completed packet pick-up, you should arrive at least 45min prior to your race time.
8. Are there changing rooms?
  - Yes. We have a Men's and Women's changing tent available.
9. Where do I leave my stuff during the race?
  - Gear Check is available for a \$5 fee.

## **RACERS cont.**

10. What water/food is provided post-race?
  - Water is provided at stations throughout the course and bottled water will be provided at the Finish Line. Food/Drink vendors may be available in the Vendor area at the Entrance.
11. Is food available for purchase?
  - Yes. We typically have at least 1 food/drink vendor on sight.
12. Can i bring food in?
  - Yes, however, alcohol is prohibited anywhere on the NWF campus property.
13. What do I do if the race I want to run is full?
  - Pick a different race time OR email [mudrun@heartofthebride.org](mailto:mudrun@heartofthebride.org)
14. Where can I clean up after the race?
  - A shower area with hoses is provided near the Registration tent at the Entrance.
15. Can I get a race discount if I volunteer?
  - Yes. Volunteers who also register for a 5K, 10K or Zero Dark Dirty race are eligible to receive a \$25 refund when they check OUT of their volunteer shift.
16. Can I run more than one race that day?
  - YES.
17. Is there a discount for running a second or third race?
  - Yes. Email [mudrun@heartofthebride.org](mailto:mudrun@heartofthebride.org) for a discount code.
18. Can I run with my child during the kids' run?
  - Parents are permitted (at no cost) to run alongside their child(ren) participating in the Kids Race and may provide assistance on any obstacles as needed.
19. Do I need to register to run with my child in the kids' run?
  - No. Parents are permitted to run alongside their child(ren) and assist with any obstacles.
20. What are the ages for the kids run?
  - The Kids Run is ideal for 5-12 year olds.
21. What are the ages for the fun runs? Night run?
  - 10K Elite Warrior & 5K Competitive: age minimum is 14yrs old.
  - 5K Fun Run (daytime): we recommend 12yrs old as the minimum age limit
  - 5K Zero Dark Dirty: age minimum is 14yrs old.
22. Is there childcare available?
  - Childcare is NOT available. We do provide a KidsZone area where parents may monitor their kids(s) at play on bounce houses and other entertaining activities for a \$5 fee.
23. Can I run with a team?
  - Yes. Create a team through the Race Registration process.
24. What time should I arrive for my race?
  - We recommend at least 45 min before the race start even if you've done packet pick up.
25. What happens if it rains? Bad weather?
  - We'll run in the rain. We will delay for lightning. We are not able to reschedule due to the number of runners and volunteers.
26. How do I see my race time? When can I see it?
  - For Timed races ONLY: Official times are posted on Facebook, on our website, and at the Registration tent.

27. Is there an award ceremony or prize for top racers in the timed races?
  - No award ceremony, but we do have placement prizes for the 10K Elite Warrior Race
28. If I win a 10K prize, where do I pick it up?
  - At the Registration tent.
29. I want to run with my friend(s). How do I make sure we're in the same wave or group?
  - Enter the Race Entrance Start Line together. We count off MudRunners for each wave as they enter the corral. Teams standing together will be able to enter the corral together.
30. Do I have to sign a waiver on-site?
  - Yes. ALL registrants sign a waiver at the race site.
31. Do you have medical staff/emergency responders onsite?
  - Yes. A team of medics will be stationed throughout the course and our obstacle officiators, the first responder to an emergency, will make the appropriate call for medical assistance.
32. Can my pet or Emotional Support Animal run with me?
  - No. Only trained **ADA Service Animals** (dog or miniature horse, [West's F. S. A. § 413.08](#)).
33. How will I know if I win a raffle?
  - Winners will be drawn on race day and contacted via email or phone the following week.

## SPONSORSHIPS

1. What sponsorship levels are available? What is included?
  - Check out <http://emeraldcoastmudrun.com/sponsor> for details or contact [Michael@heartofthebride.org](mailto:Michael@heartofthebride.org) for additional information.
2. How do I get my business logo on the T-shirt?
  - Become a Race Sponsor, Fairway Obstacle Sponsor or an Obstacle Sponsor
3. Can I run for free if I sponsor?
  - Certain sponsorship levels include complimentary race entrants for a limited number of people.
4. How do I register for my complimentary race spots?
  - Obtain your sponsor promo code from [Michael@heartofthebride.org](mailto:Michael@heartofthebride.org), then complete the regular race registration at: <http://emeraldcoastmudrun.com>.
5. Is there a deadline to register for my complimentary race spots?
  - Yes. Race registrations should be complete by MAY 1<sup>st</sup>.
6. How do I check in for my race using my complimentary registration?
  - Visit the Registration tent and designated race time line during packet pickup

## VOLUNTEERS

1. How do I sign up to volunteer?
  - Go to: <https://heartofthebride.redpodium.com/2020-emerald-coast-mudrun-volunteers>
2. Do you offer race discounts to volunteers?
  - Yes. Volunteers who also register for a 5K, 10K or Zero Dark Dirty race are eligible to receive a \$25 refund when they check OUT of their volunteer shift.
3. Can I volunteer with my friend?
  - Absolutely! During the Volunteer Registration process, choose a Shift and Team with enough open spots for you and your friend(s).
4. Can I only volunteer on race day?
  - We "may" have tasks to be done in the days before and after the race. Register for the CleanUp Team through the regular Volunteer Registration system. Email [Ashley@heartofthebride.org](mailto:Ashley@heartofthebride.org) for pre/post-race specific opportunities.

5. What time do I need to be there for my volunteer shift?
  - Plan to arrive **30 minutes** prior to your registered shift to allow time for parking, check-in and getting to your assigned location on the course.
6. Will the race get canceled if it rains?
  - No, we will only delay for lighting.
7. How do I get my T-shirt? Is there a refundable deposit for the shirt?
  - T-Shirt pickup dates/times will be announced. The \$5 T-shirt deposit is **ONLY** refundable when volunteers check OUT of their shift.
8. What if I can't make my shift?
  - Contact [Ashley@heartofthebride.org](mailto:Ashley@heartofthebride.org) IMMEDIATELY so a replacement can be determined.
9. Can I split a volunteer shift time with someone else?
  - No. Only register for a volunteer shift for which you will be available the whole time.
10. Can I participate in a race DURING my shift?
  - No. Volunteers who wish to race **MUST** choose a race time that **does NOT conflict** with their shift.
11. Can I bring a pet or an Emotional Support Animal?
  - No. Only **ADA Service Animals** (dog or miniature horse, [West's F. S. A. § 413.08](#)).
12. What should I bring for my volunteer shift?
  - Water and 1 sandwich per volunteer will be provided either before or after your shift. You should bring weather appropriate clothing, sunscreen, extra water and snacks if you desire. Volunteers **MUST** wear their volunteer shirt as their outermost layer.

## RAFFLE

1. Do I have to register to race to purchase a raffle ticket?
  - Pre-Race Raffles must be purchased online along with race registration. Raffles may be purchased individually on race day at the Merchandise tent.
2. How will I know if I win?
  - We will contact you via phone or email address you provide.
3. Is there a deadline to purchase raffle tickets?
  - Raffles sales will end at 3pm on race day or when raffle tickets are sold out.
4. Will you ship the prize if I win?
  - No. Local pick up required.
5. Can I still buy raffle tickets on race day?
  - Raffles may be purchased individually on race day at the Merchandise tent.

## MUDRUN MERCHANDISE

1. Can I buy MudRun merchandise online?
  - No. Visit the Merchandise tent on race day.
2. Can I buy merchandise on race day?
  - Yes. Look for the tent selling swag near the Registration tent.
3. Do you take credit cards?
  - Yes. We accept all credit cards and cash. No checks.
4. What merchandise is available this year?
  - Come by the Merchandise tent on race day to find out!