



## **Frequently Asked Questions:**

### **Can I register on the day of the event?**

This is possible only if the event isn't sold out. This will be stated on the website prior to the event.

### **When do I receive my race pack?**

We email you your race number and details and this also goes on the website prior to the event so you can search if you haven't received your email for any reason. You then collect your race packs at registration on the morning of the event.

### **How do I know I am registered?**

You will receive an email confirming your entry. If a friend or colleague has entered, as long as they have used your email address in the entry you will receive confirmation.

### **Will I receive race information in the lead up to my event?**

Yes, we send out email updates prior to your event and you can view all event details, news and offers by logging in to your user profile.

### **Will I be chipped timed?**

Yes. You will use our disposable race chips which will be built into the race number.

### **What happens if I don't receive my race email?**

If you don't receive your race email it may be because the wrong email address was entered or the race email went in to your junk mail so please check carefully. Otherwise please email [shutfordvillagenews@gmail.com](mailto:shutfordvillagenews@gmail.com).

### **Can I get a refund if I can't take part?**

Unfortunately, we cannot give refunds or transfer your entry to anyone else.

### **What do I get for taking part?**

Full race chip timing with instant results at the event, a bespoke medal, drinks, snacks, trophies for winners and a morning of fun!

### **Will there be somewhere to park?**

Yes, there will be free parking for all participants located adjacent to the start at OX15 6PF.

### **Will there be somewhere to leave bags and possessions?**

Yes, there will be a marshalled area to leave bags. Please note the Shutford Festival management does not accept any responsibility for lost possessions.

### **Can children take part?**

Yes, children under 14 are Free to enter.

### **Can I run with a buggy?**

The run route is a mix of undulating grass, trail, and path so not the most suitable for running with a buggy. However, you are welcome to try!

### **Can I volunteer to marshal at the event?**

Absolutely! If you miss out on a place or just want to help out on the day and marshal that would be great. You would be there to support and encourage all entrants.

Contact us on [shutfordvillagenews@gmail.com](mailto:shutfordvillagenews@gmail.com) to express your interest.