



FREQUENTLY ASKED QUESTIONS

1) REGISTRATION

How can I register for this race?

You can register for 2012 RUN UNITED 3 via online or in-store. To register online, log on to www.runrio.com from August 6 to September 2, 2012. In-store registration is from August 13 to September 9, 2012. Race kits may run out before the announced registration deadline, therefore registration may close earlier than scheduled.

Upon registration, you will be asked for your Unique Runner's ID, the number was sent to the email address you indicated when you registered for Run United 2 or you may ask help from any of our registration assistants. A valid ID must also be presented for validation. For group registration, the designated representative must present a photocopy of valid IDs with picture of each member of the group.

Upon completion of in-store registration, you will receive the complete race kit with singlet. For online registrants, expect your complete race kit with singlet to be delivered five (5) working days from the day you registered.

Where are the registration centers?

Riovana Store BGC

28th Street corner 9th Avenue, Bonifacio Global City, Taguig City

Monday-Sunday from 12nn-9pm

Riovana Store Katipunan

3rd Floor Regis Building, Katipunan Avenue, Quezon City (across Ateneo, and beside KFC)

Tuesday-Sunday from 10am-8pm

Toby's Trinoma, Ground Level

Monday-Sunday from 12nn-8pm

Toby's SM Mall of Asia, G/F Entertainment Hall, Roxas Blvd, Manila

Monday-Sunday from 12nn-8pm

Is there a fee required for registration?

Yes, the entry fees and inclusions are as follows:

Category	Registration Fee	Inclusions	
		Pre-Race	Post-Race
500m	Php350	Singlet, Active Health Sun Visor,	Active Health Duffel Bag & Drinks,
3K	Php600	Bib w/ B-tag/ Riovana 10%	Race Analysis
5K	Php700	Discount Stub/Raffle Stub	
10K	Php800		
21K	Php900	Singlet, Active Health Sun Visor,	Active Health Finishers Medal,
32K	Php1000	Bib w/ B-tag/ Riovana 10%	Finishers Shirt, Active Health Duffel
		Discount Stub/Raffle Stub	Bag& Drinks, Race Analysis

Can I register myself in more than one category?

No. We do not allow multiple category registration as this may affect or disrupt your timing and for safety purposes as well.

How do I know if I have been officially registered?

For online registration, upon successful registration, the registration confirmation slip will appear on the screen available for printing. You will also receive an e-mail with a copy of the registration confirmation slip.

For in-store registration, the store staff will provide a registration receipt.

After I have successfully registered for the event, can I change my event category?

No. Registration is non-transferable and non-refundable.

Should I choose not to participate after I've registered for the event, can I withdraw?

Yes. However, please note our withdrawal policy.

Withdrawal Policy

Participants who choose not to take part in the event after having registered can decide to withdraw. However, please note that there will not be any registration fee refund. Race slots are also strictly non-transferable.

Is it possible to make changes to the information I have provided after registration?

Yes. You may proceed to the registration center where you registered and ask the Registration Assistant to correct your records. However changes in your information are limited to typographical errors and change in address and contact numbers only.

What should I do if I have accidentally deleted my confirmation email?

You may email us at registration@runrio.com and we will resend your confirmation email to your specified email address.

2) RACE CATEGORIES

What are the race categories?

- 500m 5-8 years old, male and female
- 500m 9-12 years old, male and female
- 3K male and female
- 5K male and female
- 10K male and female
- 21K male and female
- 32K male and female

3) PAYMENT MODES

What are the available registration payment modes?

You can choose to either pay by:

- Cash – in-store registration
- Credit Card (VISA / MasterCard) – in-store& online* registration

Is the online registration system secure?

Yes. We use a security system consistent with the banking industry standards of the Philippines.

***Please note:** Online registration with delivery entails extra costs: service fee and delivery fee, on top of published registration fees.

4) THE PHYSICAL RACE

Where should I line up for the start of the race?

32k and 21k participants' starting line is at the 9th corner 28th Street (near Riovana BGC), Bonifacio Global City, Taguig City. Shuttle buses from SM Mall of Asia to Bonifacio Global City will be available from 1:30am to 3:30am on September 16, 2012.

The 5k and 10k participants' starting line is along Seaside Blvd. (near IMAX) in Mall of Asia.

The 500m dash and 3K participants' starting line is along Palm Coast Ave. (near E-Com Bldg.) The 500m dash participants' wrist tags are provided upon registration. The parent and child participant must put on their corresponding wrist tags complete with contact details on race day. NO tag, NO race.

Assembly and Gun Time

Race Category	Assembly Time	Gun Time
500m	6:00am	7:00am
3km	4:30am	6:00am
5km	4:30am	5:45am
10km	4:30am	5:30am
21km	3:30am	4:00am
32km	2:30am	3:00am

Where can I leave my belongings?

Baggage deposit facilities will be made available for you. We recommend that you arrive earlier than the gun time to deposit your bags to avoid delays. You must deposit your baggage/s at designated baggage deposit tents for your particular distance.

While maximum care and security will be enforced, the organizers will not be responsible for any loss or damaged items or delays in retrieving bags.

If I leave my baggage in BGC, will my baggage be transferred to MOA also?

32K and 21K runners going direct to BGC must leave their bags at any of the 3 designated Baggage Buses parked along 28th Avenue in front of Riovana in BGC from 1:30am until 5:00am only. These baggages will be transferred to E-Com Building in MOA. After the race, you may claim your items at the baggage area for 32k and 21k Baggage Area (labeled as BGC 32k and 21k Baggage Claim Area) right across ECOM Building at Mall of Asia.

32k and 21k runners coming from MOA through the shuttle services provided must leave their bags at the 32k and 21k Baggage Area right across ECOM Building from 1:30am to 3:30am before they board the buses. Participants with baggage will not be allowed to board any of the provided shuttle services.

We strongly advise that you do not to leave any valuables in your bags. The race organizer and any of its sponsors will not be held liable for any loss or damage to your personal items.

Below are key points to remember for 21K and 32K participants:

- Starting line will be at the BGC on the 9th corner 28th Street (parallel to Riovana)
- Baggage buses will be at the BGC from 1:30am to 5:00am
- Assembly time will be at 2:30am for 32K and 3:30am for 21K
- Starting gun will be at 3:00am for 32K and 4:00am for 21K
- Cut-off start will be 3:30am for 32K and 4:30am for 21K
- Finish line will be at the Mall of Asia
- Shuttle services*:
 - MOA to BGC**: 1:30am to 3:30am
 - MOA to BGC**: 6:00am to 9:30am
 - *all shuttle services are exclusive to 32K and 21K participants
 - **in 15 minute intervals

Is it necessary to wear the B-tag timing chip/personalized Runrio timing card?

Yes, as your race will be timed by ChronoTrack.

Do I need to return the B-Tag upon completing the Race?

No. The B-Tag is a disposable one-time use race tag. The personalized Runrio timing card is reusable. You should keep it for future Runrio races.

What happens if I am injured along the Race route?

First Aid stations can be found along the race route as well. You may also alert Route Marshals or patrolling Paramedics regarding your injury.

6) THE RACE ROUTE

What is the Race Route?

Please visit www.unilabactivehealth.com

Will there be a cut-off time for the start of the race?

The 32k and 21K category start time cut-off is 15 minutes after gun start.

In order to ensure timely re-opening of roads to normal traffic and help ensure your safety, the race organizer will deploy a vehicle to pickup all remaining runners on the race route starting at 8:30am. By this time, all participants are encouraged to stop running and board the official vehicle. They are automatically disqualified and will be taken directly to the finish venue.

What kind of finisher entitlement will I get after I complete the race?

- All finishers for the 500m, 3K, 5K and 10K categories will receive an Active Health Duffel Bag and drinks after crossing the finish line. Race analysis will also be provided for each finisher of the said categories a few days after race day.
- All 32K and 21K finishers will receive a finisher's medal, finisher's shirt, Active Health Duffel Bag and drinks. Race analysis will also be provided for each finisher of the said categories a few days after race day.

7) PARTICIPANTS

What are the measurements of the 2012 Run United 3 singlet?

Here is the 2012 Run United 3 Singlet Size Chart

SINGLET SIZE	LENGTH (IN INCHES)	WIDTH (IN INCHES)
XS	23.5	33
S	24.5	35
M	26.5	37
L	27	39
XL	29	41
XXL	30	43

What if the 2012 Run United 3 singlet does not fit me? Can I still participate in the race? Can I exchange it for a different size?

Yes you may still participate in the race. Singlet can also be exchanged but sizes are subject to availability.

What drinks will be available for us?

You can refresh yourself with Powerade ION4 and Viva Mineral Water at the hydration stations.

Are walkers permitted to participate in Run United 3?

Yes. But should you wish to walk during the race, kindly keep to the right side of the route to allow faster competitors to pass.

Can I bring my pet dog with me for the race?

No. For the safety of the other runners, pets are strictly not allowed at the event site.

Will wheelchairs, bikes, skates or strollers be allowed on the race route?

No. Instruments with built-in wheels other than those on the official vehicles will not be allowed on the race course.

8) SUPPORTERS

Will my family and friends be allowed to come support me at the Event?

Yes, supporters are most welcome to cheer you on anywhere along the entire race route. Please remind them though that they should be mindful not to block the path/route that the participants run in.

9) RACE AWARDS

What prizes will be awarded for each category?

CATEGORY	1ST (Male/ Female)	2ND (Male/Female)	3RD (Male/Female)
3km	Php3,500	Php2,500	Php1,500
5km	Php5,000	Php4,000	Php3,000
10km	Php6,000	Php5,000	Php4,000
21km	Php8,500	Php7,500	Php6,500
32km	Php12,000	Php9,000	Php7,500

Where and when will the Awards Presentation Ceremony be held?

The Awards Ceremony will be held at the Unilab Active Health Village on the day of the race itself.

10) RUNNING CLINIC

Will there be Run United running clinics and how do I register for it?

The Run United Running Clinic is on-going every Tuesdays and Thursdays at Track 30th in Bonifacio Global City. Sessions are from 6pm to 9pm. This is free for all Run United 3 registrants. You can register prior to joining the session.

11) TRANSPORTATION

Where is the starting line?

The starting line for 32k and 21k participants will be at BGC, and Mall of Asia for 10k, 5k, 3k and 500m. There are various ways to get to the race site. These are via:

- CAB/ TAXI
- BUS OR PUBLIC TRANSPORT
- SHUTTLE SERVICE: We are providing free shuttle services for all 32k and 21k runners from MOA to BGC starting at 1:30am. This service will be available at 15 minute intervals until the last trip scheduled at 3:30am. After 3:30am, the next shuttle service to BGC will only be available starting at 6:00am, at 15 minute intervals, with last trip scheduled at 9:30am. No shuttle service will be provided after 9:30am. Designated pick-up point: OCEAN DRIVE (in between ECOM Building and Block 12) at the Mall of Asia complex. Drop off point: In front of Riovana Store at BGC.

- MOA to BGC: 1:30am to 3:30am in time for the 3am (32K) and 4am (21K) starting guns.
- MOA to BGC: 6:00am to 9:30am for those returning to BGC

Will there be road closures and parking facilities at the start and finish line?

Yes, there will be road closures. Parts of the race route on the event day will be closed to traffic. Please refer to the official road advisory in the official race guide for specific road closure timings.

At the BGC, you may park at the following parking areas:

- 28th East Parking
- 28th Street Parking
- 11th Avenue Parking

At the MOA, you may park at the following areas:

- South Parking Building (Car Park Building above Dept Store)
- North Parking Building (Car Park Building above Hypermarket)
- South Open Parking (Open Car Park in between Arena and SMX)
- North Open Parking (Open Car Park in between One E-com and SMDC Showroom)
- Block 2 (Open Car Park behind SMX)
- Planetarium Parking (Open Car Park beside Selecta Kids Universe)
- Block 16 (Open Car Park between Two E-com and SM By the Bay)

12) OTHERS

Who can I contact for more information?

For inquiries, you may call us through any of the following contact numbers from Monday to Friday (10:00am – 6:00pm).

Landline	887-6194
Globe	0927-347-7700
Smart	0929-717-8164

For your other concerns and feedback email: feedback@runrio.com