



## FREQUENTLY ASKED QUESTIONS

### 1) REGISTRATION

#### **How can I register for this race?**

You can register online for 2014 RUN UNITED 1 from January 31 to March 9, 2014. Log on to [www.runrio.com](http://www.runrio.com) and click on the Run United logo to be redirected to the registration page.

#### **What if I don't have a credit card to register online?**

You may buy your **Run United 1 Prepaid Card** at Riovana branches and selected Toby's branches starting February 8, 2014. These prepaid cards have a unique code, which you feed into the online registration form to complete your registration. If you lose the unused card, you will need to buy another prepaid card to register. The lost or misplaced cards will not be replaced.

#### **What if I buy the prepaid card and don't register online?**

Your registration will be incomplete and you will not be able to join the race. You must use your prepaid card to register on or before March 9, 2014.

#### **Can I fill out a form at the store instead of registering online?**

No, our entire registration process is online. Runners who will purchase pre-paid cards in Riovana can already register online using the available computers at the store.

#### **What if I lose my Internet connection while registering?**

When you come back to the registration page and enter your email id, the system will find your form and you can continue filling it out.

#### **Where can I buy the prepaid cards?**

You may purchase the prepaid cards at the following stores (MONDAY-SUNDAY, 12noon-8pm only).

Riovana Store BGC  
28<sup>th</sup> Street corner 9<sup>th</sup> Avenue, Bonifacio Global City, Taguig City

Riovana Store Katipunan  
3<sup>rd</sup> Floor Regis Building, Katipunan Avenue, Quezon City (across Ateneo, and beside KFC)

Toby's  
SM North – The Block G/F, North Ave. cor. EDSA Quezon City

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

### **Can I buy more than one prepaid card?**

Yes. You can buy as many as you like for yourself and your friends and family. However, one prepaid card can be used only for one registrant.

### **How do I know if I have been officially registered?**

Upon successful registration, the registration confirmation slip will appear on the screen available for print. An email will also be sent to the email address that you provide with your registration confirmation slip.

### **Is there a deadline for registration?**

Race slots may be sold-out before the announced deadline (March 9, 2014). When this happens, we shall stop selling prepaid cards and close online registration.

### **Is there a fee required for registration?**

Yes, the entry fee and inclusions are as follows:

Race Category	Registration Fee	Inclusions	
		Race Kit	Post-Race
<b>500m</b>	Php350	Singlet, 3 pieces	
<b>5K</b>	Php700	Enervon Activ, Race	Drinks
<b>10K</b>	Php800	Bib, D-Tag, Raffle Stub & Active Health Sun Visor,	
<b>21K</b>	Php900	Active Health Ventilation Bag	Finishers Medal, Finishers Shirt, and Drinks

*For online registrants: singlet will be provided during the race kit collection, sizes option will be available online on a first-come, first-served basis.*

*For in-store registrants: singlet will be given upon registration, sizes will be on a first-come, first-served basis. Singlet and finishers shirt sizes will be available for fitting.*

### **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.

**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 chose not to take part in the event after having registered can choose 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 email your changes to [feedback@runrio.com](mailto:feedback@runrio.com). However, please note that 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 [feedback@runrio.com](mailto:feedback@runrio.com) and we will resend your confirmation email to your specified email address. If a confirmation email is not received within 24 hours, you may call the race organizers

**What should I do if I didn't get my confirmation email?**

If a confirmation email is not received within 24 hours, you may email us at [feedback@runrio.com](mailto:feedback@runrio.com) and we will send your confirmation email to your specified email address.

**2) RACE CATEGORIES**

**What are the race categories?**

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

**3) PAYMENT MODES**

**What are the available registration payment modes?**

Participants can choose to pay through

- Credit Card (Paypal charges shall apply on top of the published registration fees)
- Cash Purchase of prepaid cards

**Is the online registration system secure?**

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

## 4) RACE KIT COLLECTION

### What is in my race kit?

The race pack is an exclusive event pack, which consists of

- Active Health Limited Edition CITIVS - F Singlet
- 3 pieces Enervon Activ
- Race Bib with D-Tag timing Device & Raffle Stub
- Active Health Sun Visor
- Active Health Ventilation Bag

### When and where can I collect my Race Kit?

All race participants who purchase prepaid cards at the stores will immediately receive their singlet together with their prepaid card. They must collect the rest of their race kit (race bib and lootbag) during the Run United 1 Race Kit Collection event on the following dates:

- **March 13- 14 Music Hall at the Mall of Asia from 10am – 10pm**
- **March 15, Active Health Village, Block 16 Mall of Asia 10am – 6pm**

### How do I get my singlet if I paid online via credit card?

Those who pay via credit card shall be allowed to select their singlet size online. You will receive your singlet during Race Kit Collection together with the rest of your race kit. No deliveries shall be made.

### Important: Please bring your ID and Confirmation Slip to collect your race pack.

For those who are unable to personally collect their Race Kit, please have a representative pick it up on your behalf. Your representative must have a letter of authorization from you. Your representative must show this letter along with a copy of your Confirmation Slip.

### What should I present to claim my race kit?

Aside from a print out of your confirmation slip, you should present a valid ID.

### Is it mandatory to pick up my race kit?

Yes. As the race kit includes your race bib as well as your timing tag (D-Tag). Without this, you will not be able to join the race. Strictly no collecting of race packs on race day.

### Can someone else pick up my race kit on my behalf?

Yes, you can have someone else pick up your race pack on your behalf should you not be able to make it. However, you'll need to issue that person a letter of authorization and a copy of your valid ID (school, employee, SSS, TIN, Driver's License, Passport, Postal, GSIS, Voter's ID).

### Is it possible to collect my race kit on race day?

No. Runners who arrive on race day without their race kit will not be allowed to join the race. No bib, no D-tag, no race.

### **Can I have my race kit mailed / couriered to me?**

No. Should you not be able to make it yourself, kindly authorize somebody else to pick it up on your behalf.

## **5) THE PHYSICAL RACE**

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

The starting line for ALL categories shall be along Seaside Boulevard at the Mall of Asia grounds.

The 21k, 10k and 5k participants' starting line is along Seaside Blvd. North bound (near Block 16) in Mall of Asia.

The 500m dash participants' starting line is along Seaside Blvd. North bound (near Block 16) in Mall of Asia. 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**

<b>Race Category</b>	<b>Assembly Time</b>	<b>Gun Time</b>
<b>500m</b>	6:00am	7:00am
<b>5km</b>	4:30am	5:45am
<b>10km</b>	4:30am	5:30am
<b>21km</b>	3:00am	4:00am

### **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.

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.

### **Is it necessary to wear the D-tag timing device?**

Yes, as this is will be used to measure your accurate race results and split times.

### **Do I need to return the D-Tag upon completing the Race?**

Yes, we will collect the D-tag at the Finishers Area. No D-tag, No Finishers Items.

### **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](http://www.unilabactivehealth.com)

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

All categories will have 2 wave starts with 5 minutes intervals.

ALL CATEGORIES have a start cut-off time of 15 minutes after the last wave start. Runners who arrive later than 15 minutes after gunstart will no longer be allowed to start the race for safety and security reasons.

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 7:30am. 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.

## 7) PARTICIPANTS

### What are the measurements of the 2014 Run United 1 singlet?

Here is the 2014 Run United 1 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 2014Run United 1 race 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 within seven (7) days after date of purchase. Singlet can be exchanged provided it is in new and original condition. Singlet sizes are also subject to availability.

### What drinks will be available for us?

You can refresh yourself with Gatorade and water at the hydration stations.

### Are walkers permitted to participate in Run United 1?

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)
<b>5km</b>	Php4,000	Php3,000	Php2,000
<b>10km</b>	Php5,000	Php4,000	Php3,000
<b>21km</b>	Php6,000	Php5,000	Php4,000

**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.

**10) TRANSPORTATION**

**How do I get to the race site?**

The Race Start is located at Seaside Boulevard near Block 16 for ALL race categories. There are various ways to get to the race site. These are via:

- Cab/Taxi
- Bus or public transport

**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 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)
- Block 12 (Open Car Park between Two E-com and SM By the Bay)

**11) OTHERS**

**Who can I contact for more information?**

For inquiries, you may call us through any of the following landline numbers from Monday to Friday (9:00am – 5:00pm), except holidays.

Landline (+632) 463 4813 or (+632) 463 4814

**For your other concerns and feedback email:** [feedback@runrio.com](mailto:feedback@runrio.com)