

ROTORUA MARATHON: Q&A

Will the 2020 Rotorua Marathon be postponed / cancelled due to COVID-19?

We have made the decision to postpone the Rotorua Marathon until Saturday 26 September 2020. This includes all distances (Full Marathon, Red Stag Timber Half Marathon, 10km and 5.5km events) and the 2020 New Zealand Marathon Championships.

This is based on the latest guidance on [Mass Gatherings](#) provided by the Government and the Ministry of Health. We are disappointed at not being able to hold the event as planned, but the health of the community is our priority.

I would like to transfer my entry to the new date, do I need to do anything?

No action is required if you would still like to participate in the 2020 Rotorua Marathon on the new date of Saturday 26 September. We will keep you updated on any developments relevant to the event. The team are here to help with any questions you might have. Just send us a message on marathon@athletics.org.nz.

I no longer want to participate in this year's Rotorua Marathon. Can I get a refund?

The decision has been made that due to the extraordinary circumstances, anyone entered into the 2020 Rotorua Marathon as of Thursday 19 March 2020 who no longer wants to participate, will receive a 50% refund on the cost of their entry fee (excluding the processing fee).

You can request a refund up until **11:59pm on Thursday 30 April 2020**.

You can view entry fees [here](#) and a summary of what this 50% refund would be below (excluding the processing fee). The refund you receive will reflect the price bracket you purchased your entry within, either the early bird or standard rate.

DISTANCE	EARLY BIRD ENTRY FEE	EARLY BIRD 50% REFUND	STANDARD ENTRY FEE	STANDARD ENTRY 50% REFUND
Marathon Run/Walk	\$124	\$62	\$134	\$67
Half Marathon Run/Walk	\$94	\$47	\$103	\$51.50
10km Run/Walk	\$42	\$21	\$52	\$26
5.5km Run/Walk	\$32	\$16	\$42	\$21

How do I request a refund?

If you no longer want to participate in the 2020 Rotorua Marathon you can request a refund by emailing marathon@athletics.org.nz. Please provide your first name, last name and the event you have entered.

We will be processing refund requests as soon as possible. We thank you in advance for your patience while we work through this process.

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You can view entry fees [here](#) and a summary of what this 50% refund would be below (excluding the processing fee). The refund you receive will reflect the price bracket you purchased your entry within, either the early bird or standard rate.

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Can I transfer my entry to the 2021 Rotorua Marathon instead?

Yes! You can transfer entry to 2021 Rotorua Marathon up until 11:59pm on Thursday 30 April by emailing marathon@athletics.org.nz. Please provide your first name, last name and the event you have entered. The 2021 Rotorua Marathon is scheduled to take place on Saturday 1 May 2021.

Note: if you choose to transfer your entry to the 2021 event your entry fee will be non-refundable. At this stage your entry cannot be transferred to another person for the 2021 Rotorua Marathon.

I would like to transfer my entry to someone else. Am I allowed to do this?

Yes, you can transfer your 2020 Rotorua Marathon entry to another person, as per our standard terms and conditions. entry to someone else. This can be done up until 11:59pm on Thursday 16 September 2020. No person to person transfers can be made after this date.

If the person you are transferring your entry would like to do a different distance:

- If they would like to do a longer distance, any increase in fees must be paid in full.
- If they would like to do a shorter distance, a refund will be provided for the difference in entry fee (excluding the processing fee).

Please email marathon@athletics.org.nz for more information about this process. Please provide your first name, last name and the distance you have entered in your message.

Note: We anticipate a high level of emails in March/April, we will come back to you as soon as possible. Thank you for your patience.

I would like to do the event in September but change distances (i.e. switch from Marathon to Half Marathon). Can I do this?

As per regular terms and conditions an entry can be transferred to another distance for the 2020 event. This can be done up until 11:59pm on Thursday 16 September 2020. After this date all distance to distance transfers must be done at registration.

- If you would like to do a longer distance, any increase in fees must be paid in full.
- If you would like to do a shorter distance, a refund will be provided for the difference in entry fee (excluding the processing fee).

Please email marathon@athletics.org.nz with the following information: first name, last name, the distance you have entered and the new distance.

I have a question about transport / accommodation changes

We recommend you reach out to your travel provider to clarify options for changing flights, accommodation and other travel arrangements.

For anyone travelling by plane a link to current guidance around this from Air New Zealand and Jet Star can be found below.

- [Air New Zealand Travel Alerts](#)
- [Jet Star Domestic Travel Alerts](#)

How are you going to ensure the safety of participants at the event in September?

We will continue to monitor the latest guidance and advice from the Government and Ministry of Health. We will keep entrants updated on any developments relevant to the event.

