

Dynamic Running

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Frequently Asked Questions

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About the event cancellation

Why have you cancelled?

Dynamic Running takes the health and wellbeing of our members and the wider community very seriously. In this heightened phase of COVID-19 (more commonly known as Coronavirus), we feel it's appropriate to take steps to ensure we protect this wherever we can. The 3 Marathons in 3 Days event has been changed into a Virtual Race as many of our competitors are from interstate and overseas and cannot get to the event this year. We also require a considerable volunteer base. The Dynamic in a Dress Running Festival, the Paws on the Path, the Douglas Dash and the Zonta Club of Cairns Yellow Rose Run/Walk have been postponed. There are tentative dates for the [Dynamic in a Dress](#).

Dynamic Running hasn't taken these decision lightly and we share the disappointment that we know will be felt by everyone involved.

Will events be postponed to a later date?

Depends on the event. We plan to have the Dynamic in a Dress (originally set for 19 April 2020) over three weekends in June, July and August (assuming things go well with the current easing of restriction). The 3M3D (10-12 July 2020) has been converted into a virtual event for this year. We may extend our K2PD to a two-day event (at this stage still to take place on 30 August 2020).

What or who is a Virtual Dynamic Runner?

A 'Virtual Dynamic Runner' is a competitor who opts to complete their nominated event on their own, anywhere in the world, anytime on or before the end of 2020. The Dynamic Running board has approved new race fees for the virtual options of the events. Your medal will be sent out to you in the mail after race day. Merchandise items may be available and you can order that when you do your registration. The best part of this is that all your hard training doesn't go to waste AND you get a medal delivered to your door for your efforts. You can read more about our Virtual Dynamic Runner options here:

<http://www.dynamicrunning.com.au/virtualdynamicrunner/>

Can I still get my merchandise?

The Dynamic in a Dress merchandise has been ordered and is on the way. Those doing the 3M3D virtual option were able to select some merchandise too. K2PD competitors can still order merchandise, the cut off for this will be mid-June.

When do registrations for your events open again?

All Dynamic Running event registrations are open. We recommend that you plan and train as though events will occur again after 12 June, but you need to be prepared for the eventuality that they may not. Concentrate on the things within your control and let everything else just take care of itself. Delay purchasing expensive flights or paying for accommodation until as close to event dates as possible.

About entry fees

Will my entry fee be refunded?

All competitors were offered a full refund. This offer expires on 3 June 2020. After this date we will return to our 'normal' cancellation policy: 'Race registration is not transferable to other people or to another event. If the competitor is unable to compete, a request for refund of the registration fee must be submitted to the organiser at least one month prior to race day. A 10% administration fee applies to all refunds.'

When will I receive my refund?

All requested refunds have been completed.

Where will my refund be sent?

Your refund will be processed back to the original payment method you used to pay for your registration.

My card has expired or has been cancelled - what should I do?

Dynamic Running will send you an email to request your bank details so we can do the refund that way.

Can I get my refund sent somewhere else?

No, except if your credit card has expired. Then we will deposit the refund into your bank.

Can I defer my entry to next year?

Only if you inform us on or before 3 June 2020.

I registered multiple people, will I receive a refund for each registration?

YES.

About other fees

If you purchased 'optional items' such as singlets, t-shirts, 3M3D buffet dinner, etc. , will this be refunded only if the order has not been placed for the items already. For example, if you ordered a Dynamic Running singlet, and now want a full refund (assuming your request is on or before 3 June) you will not get a full refund as we have already ordered the merchandise. We will try our best to sell your merchandise to someone else, and if that happens, we will refund you.

No refunds were made for donations (see below).

Can I donate my entry fee to a charity/organisation?

Yes, that would be a very kind gesture. To donate your entry fee to a charity or organisation please email us to action this. You do not get to select which charity/organisation the money goes to as Dynamic Running selects one charity/organisation for the Dynamic in a Dress and one for the 3M3D. If you have your own charity you would like to donate to, please request the full refund and do it yourself. You can also donate your entry fee to Dynamic Running to help us out, but we would recommend you rather take up the 'Virtual Dynamic Runner' options, as that way you get a medal too.

About charities/organisations and donations

What about donations?

All donations made via the registration form will be passed on to the nominated charity/organisation. If you have any questions pertaining to donations, please contact us on info@dynamicrunning.com.au.

Can I still make a donation?

Yes. Registrations are open.

About Dynamic Running

Have all Dynamic Running races/events, training, clinics and educational activities been cancelled?

Our April and May events have been postponed. Dynamic Running takes the health and wellbeing of our members and the wider community very seriously.

All Dynamic Running training sessions have been suspended until 13 June 2020. At this stage we will resume group training and small events with a limit of 20 participants. This is based on the restrictions were outlined in the [Queensland Roadmap](#) released on 8 May 2020.

Do I need to paid my 2020 membership fees to Dynamic Running?

Yes. Please email us on info@dynamicrunning.com.au if you need to discuss concessions. All 2020 membership are to be paid when it becomes due. You will receive a reminder via email.

Will Dynamic Running be back later this year?

We've not gone anywhere. Like everyone else we are just staying close to home. We hope that our club members and competitors will continue to support us, once things return to the 'new normal'.

Happy to help

How can I get more information about COVID-19 (Coronavirus)?

Monitor updates regarding COVID-19 from the Department of Health at <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

Anyone feeling unwell should ring the Coronavirus Health Information Line on the dedicated Covid-19 number: [1800 020 080](tel:1800020080). The line operates 24 hours a day, seven days a week.

Contact us

Any questions or concerns, you can reach Dynamic Running via email at info@dynamicrunning.com.au or phone 0417 798 444

