

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. During the heightened phase of COVID-19 we postponed some events and changed others to virtual events. With the easing of restrictions we have returned to our regular training sessions and are conducting events using a COVID Safe Plan and checklist.

Will events be postponed or cancelled?

This depends on restrictions imposed by the Queensland government and that can change at very short notice.

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 if an event is cancelled or postponed?

This will depend on where we are in terms of planning/ordering gear.

Can I register for one of your events?

All Dynamic Running event registrations are open. You can join in on race day at the venue, or select to do it virtual. We recommend that you plan and train as though events will occur, 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?

When the pandemic hit all competitors were offered a full refund. This offer expired on 3 June 2020. After this date we returned 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?

We endeavour to do any refunds in as timely a manner as possible.

Where will my refund be sent?

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

Can I get my refund sent somewhere else?

No.

Can I defer a race entry to next year?

No.

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. 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 do so directly to them. 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 for 2020 were postponed. Dynamic Running takes the health and wellbeing of our members and the wider community very seriously.

All Dynamic Running training sessions were suspended until 13 June 2020. After that we will resume group training and races, but with adjustments to how we congregate and conduct those activities, based on our COVID Safe Plan and checklist.

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.

Is Dynamic Running be back?

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

