

# 2022 REFUNDS, RACE CHANGES & BIB TRANSFERS

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Here at Run Wild Missoula and the Missoula Marathon, we understand that life happens and sometimes you just can't make it to an event you are registered for. So, for those who have registered but cannot participate this year, we offer you the option to transfer your bib to another registrant or to request a partial refund. (Please note, there are no total refunds on registration fees.)

## REFUND REQUEST SCHEDULE:

- February 1 through April 14: 75% refund of registration fees
  - Includes 100% refund of any optional add-on purchases (post-race massage and iTAB medal personalization)
  - Excludes processing fees, store purchases
- April 15 through May 31: 50% refund of registration fees
  - Includes 100% refund of any optional add-on purchases (post-race massage and iTAB medal personalization)
  - Excludes processing fees, store purchases
- June 1 through Race Day: NO Refunds
  - All refunds must be requested by May 31st at 11:59 PM Mountain Time
  - No exceptions
- *See page 2 for REFUND REQUEST instructions*

## RACE CHANGES:

- Changes between events are allowed, subject to the following:
  - You can upgrade or downgrade a currently registered race, as long as the caps have not been filled in the race you wish to change to.
  - Participants must pay the difference in fees if changing from the 5K or Half Marathon to the Full Marathon.
  - The difference in fees will not be refunded if changing from the Full Marathon to the Half Marathon or 5K.
- All changes must be made prior to May 31.
- *See page 3 for RACE CHANGES instructions*

## BIB TRANSFER:

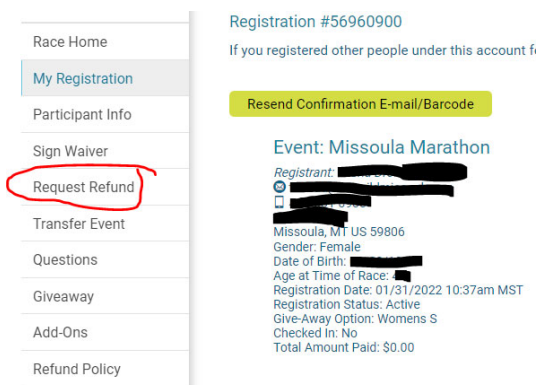
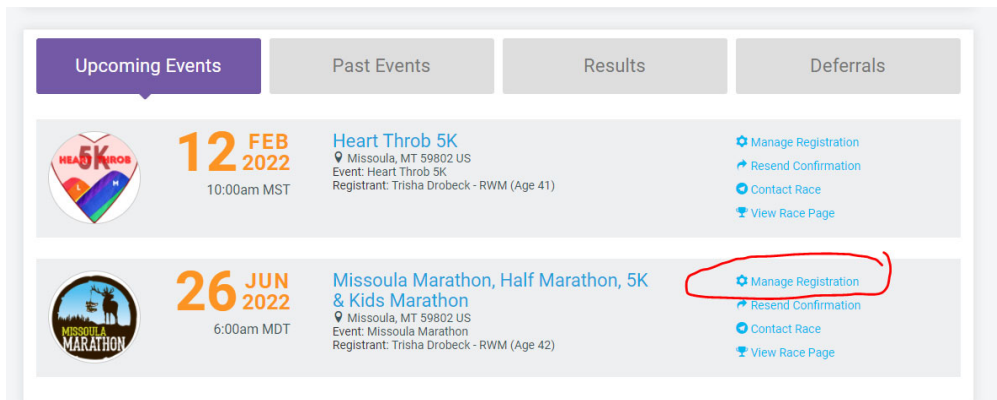
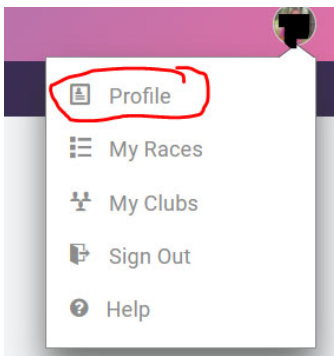
- The cost to transfer your bib to another participant is \$20
- Bib transfers will be available February 1 through June 15
- *See page 3 for BIB TRANSFER instructions*

**There are no deferrals to 2023**

## REFUND REQUEST

To process a refund (*within the deadline dates noted above*):

- ✓ Sign in to your RunSignup account
- ✓ Click on the head silhouette (or picture) in the upper right corner of the page
- ✓ Select "Profile" from the drop-down menu
- ✓ Look for Missoula Marathon under your "Upcoming Events" and click "Manage Registration"
- ✓ Select "Request Refund" from the menu on the left
- ✓ On the new page select the "Request Refund" button



Run Wild Missoula (RWM) is a non-profit 501(c)3 organization that promotes & supports running and walking for people of all ages & abilities. With more than 1,500 members, RWM offers races, group runs, track workouts, social activities, training classes, and more.

[www.runwildmissoula.org](http://www.runwildmissoula.org)

## RACE CHANGES

- If you are transferring up in distance (*pending caps have not been met*), you will be asked to pay the difference in entry fee.
- If you are transferring down in distance, there will be no refunds for the difference in entry fee.

### Instructions:

1. Login to your [RunSignup](#) account (this is the account you used to register for the event)
2. Under your profile, scroll down to view **Upcoming Events**
3. Click **Manage Registration** to the right of your Missoula Marathon event
4. Click the **Transfer Event** menu option from the column on the lefthand side
5. Click the **Start Transfer** button
6. Choose your **New Event** and click **Continue**
7. Proceed through the registration questions
8. Confirm your **Shipping Address**
9. Review your details, check the refund policy box, and click **Complete Registration**

**Please note, all RACE CHANGES & BIB TRANSFERS must be made by Tuesday, May 31**

## BIB TRANSFERS

- All bib transfers have a \$20 fee paid by the original registrant
- You may 'gift' your transfer and recipient will pay no charges
- Recipient may only register for the event that was transferred to them

### Instructions:

1. Login to your [RunSignup](#) account (this is the account you used to register for the event)
2. Under your profile, scroll down to view **Upcoming Events**
3. Click **Manage Registration** to the right of your Missoula Marathon event
4. Click the **Transfer to Another Runner** menu option from the column on the left-hand side
5. You will need the name and email address for the person you are transferring to
6. You will need to select the transfer type:
  1. **Registration Gift:** you will not receive a refund of your original registration fee, though instead, your recipient is allowed to register free of charge, however you will need to pay the \$20 fee
  2. **Registration Transfer:** receive a partial refund
7. A breakdown of the transfer transaction will be available for reviewing, and if everything is correct, then hit **Transfer Registration**
8. The recipient will receive an email notification with a unique link which they can use to claim this transfer.
9. Note: if the registrant does not accept the transfer, you will not receive a refund, however you can participate on race day.