

2023 REFUNDS, RACE CHANGES & BIB TRANSFERS



Here at the Missoula Marathon, we understand that life happens and sometimes you just can't make it to an event you are registered for. *For those who have registered but cannot participate this year, we offer three options:*

1. *Request a Partial Refund*
2. *Transfer your Bib to Another Registrant*
3. *Switch Races*

Please note, there are no total refunds on registration fees

REFUND REQUEST SCHEDULE:

- October 1, 2022 through May 12, 2023: 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, charitable donations
- May 13, 2023 through Race Day: No Refunds

See page 2 for REFUND REQUEST instructions

BIB TRANSFER:

- The cost to transfer your bib to another participant is \$20
- Bib transfers will be available October 2, 2022 through Expo close on June 24, 2023

See page 3 for BIB TRANSFER 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 Marathon.
 - The difference in fees will not be refunded if changing from the Marathon to the Half Marathon or 5K.
- All changes must be made prior to close of the expo on Saturday, June 24, 2023.

See page 3 for RACE CHANGES instructions

The Missoula Marathon Weekend of Events does not offer deferrals to 2024

The Missoula Marathon is organized by Run Wild Missoula. RWM is a non-profit 501(c)3 organization that promotes & supports running and walking for people of all ages, abilities & backgrounds. With more than 1,600 members, RWM offers races, group runs, track workouts, social activities, training classes, and more.

www.runwildmissoula.org

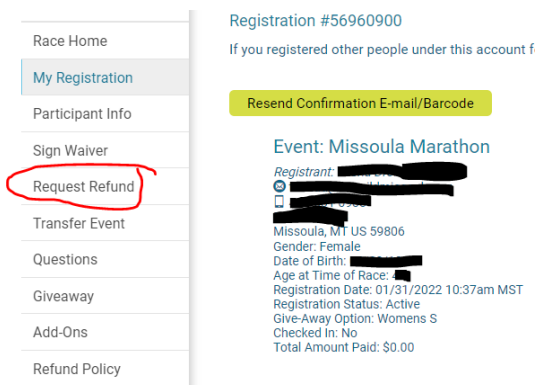
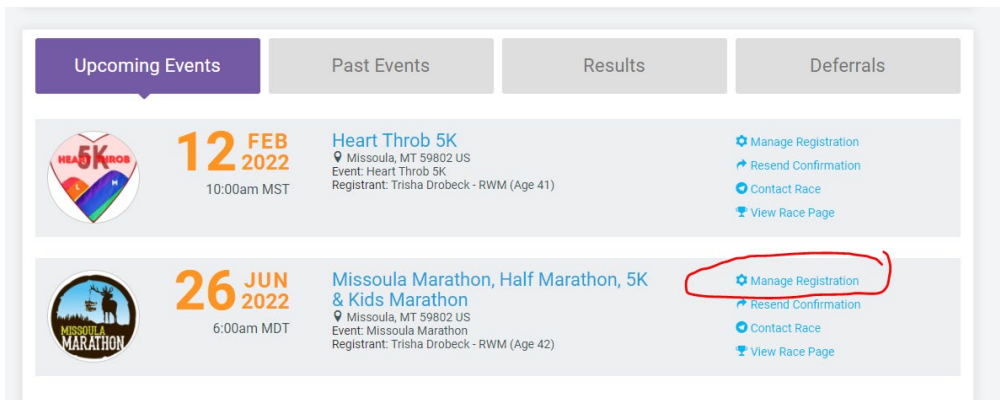
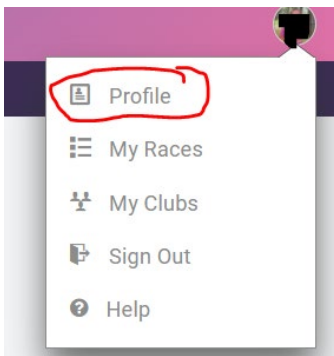
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REFUND REQUEST

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



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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.

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**