



# SPRUGE MEADOWS RUN SERIES

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## FAQ

### What time do I have to be there on race day?

Runners should arrive 60 minutes prior to the first race heat time to allow time for parking, warm up and to enjoy the entertainment at Spruce Meadows.

### Can I change my heat time?

No, runners may not change their heat time. Runners are separated by heats for crowd management, to avoid race track backlog and to avoid injuries. If you are running with a stroller/jogger please start your run near the back of the heat to avoid potential hazards.

### Can I choose to run the 10km instead of the 5km and vice versa?

Yes you may choose to change your running distance up to 30 minutes before the race event start time. The participant must check in with Blitz Events timing services to ensure entry can be changed in order for timing results to be accurate.

### Is there a place for me to store my personal belongings?

No, there are no designated spaces or areas to store personal belongings. Any items left in a vehicle, or unattended at Spruce Meadows are not protected against any theft or damage. Spruce Meadows will not be held liable for any stolen, lost or damaged goods or property.

### Are there refunds?

There are no refunds. In the case of event cancellation or postponing due to extreme weather or unsafe running conditions, deemed by Spruce Meadows, the event may be subject to rescheduling. However there will be no refunds issued.

### Where can I find my results?

After you cross the finish line, live mobile results will be available on the Blitz Events website. Completed results will be posted on the Blitz Events website, the Running Room website and the Spruce Meadows website.



### **Is the race timed?**

Four of the six events in the Run Series are chip-timed races for runners of all ages and abilities to complete the "40Km for 40 Years" challenge. These races will include a 5Km or a 10Km course options to choose from. The Spruce Meadows Run Series is timed by Blitz Events using MYLAPS chip timing technology. To find out if your race is timed, please visit the race event Registration Page.

### **What kinds of chips are used in the timing?**

The chip is attached to the runner's bib. The Heroes Behind the Heroes Run will be upgraded to a more durable chip to avoid damage during obstacle challenges. Runners will receive their bib and registered chip attached in their SWAG Bag from Package Pick Up.

### **Can I still participate in the race if I lost my bib?**

No, a runner requires their race bib to participate in the race. This also ensures the runner is a registered participant and has signed the waiver of liability. If a bib and chip are forgotten, lost or damaged prior to the race, the participant will have to re-register at the "Day Of" registration at least 1.5 hours before the race start. There will be a \$5.00 convenience fee to re-register.

### **Will there be food/ entertainment after?**

Yes. Please refer to the race event registration page of your chosen race to see what vendors, food and entertainment are offered. Please bring cash as we cannot guarantee all businesses take credit/debit.

### **When does the race event start and close?**

The race event opens one hour before the first race heat, and will close 2 hours after the first race heat. Please see your race start time on the race event page.

### **Can my family/friends watch the race?**

Yes! Come cheer on your friends and family! Please view your course map for ideal spectator locations.

### **Do I have to pay for parking on the day of the race?**

Yes. The parking fee of \$10.00 per car will be collected for all Spruce Meadows Run Series events. Parking fees cover the cost of parking attendants, security, grounds management and traffic/highway control.

### **Where do I get my registration package?**

Race Package Pick Up dates will be listed under the "Race Details" of the registered run. There will be 2 designated days you may pick up your package including all of the great SWAG. If you are not able to make it to the dates/times provided, you may have a friend pick up the package for you with a copy of your photo ID along with written consent to pick up your package. The package pick up location and times will listed on your specific race event page. Day of package pick up is available but not recommended.

### **What if I cannot pick up my registration package?**

To pick up your registration package and SWAG on the day of the race you must sign in at the "Day Of" registration location 1.5 hours before the first race heat begins. Day of package pick up is available but not recommended.



### **Can I pick up my package for my entire team?**

Yes, but a copy of each race participant's photo ID along with written consent to pick up your package must be presented. Spruce Meadows has the right to refuse package pick up to teams who do not comply.

### **Do I have to pick up my package as a team?**

No, each team member remains as an individual race participant who has agreed to the conditions of the race by agreeing to the waiver of liability. Each team member may pick up their packages separately from the team.

### **What if my shirt doesn't fit?**

There are no exchanges of shirts during Package Pickup. If you wish to purchase another race shirt please contact [runseries@sprucemeadows.com](mailto:runseries@sprucemeadows.com).

### **Is there medical onsite?**

Yes there will be paramedics on the Spruce Meadows grounds during all race events. Please contact a race official, course marshal or volunteer if medical assistance is required.

### **How do I get to Spruce Meadows?**

Spruce Meadows is located on the southern city limits of Calgary, approximately 30-40 minutes from downtown Calgary and 45 minutes from the Calgary International airport. Please always enter Spruce Meadows race via Tournament Lane off of 22X QEII Highway. Please visit our 'Maps' at link page for a map PDF file.

### **Is there childcare available?**

No, parents must be fully responsible for their children. All children 5 and under who are not registered participants, therefore have not signed the waiver of liability, must be under the complete care of their parent or guardian at all times.

### **Does the run go "rain or shine"?**

Yes, Spruce Meadows will be prepared to have all events take place rain or shine! Please wear the appropriate gear for all weather conditions. Only extreme or hazardous weather conditions will result in event cancellation.

### **Can I transfer my registration to another racer?**

Yes, a participant's registration may be transferrable one time to another individual running the same event up until Package Pickup date. Please see the "Rules & Regulations" page for more information.

### **I'm injured, and can no longer race, what should I do?**

You may transfer your registration one time to another individual within the same race event up until 24 hours before the Package Pickup date. We do not issue refunds. Please contact [runseries@sprucemeadows.com](mailto:runseries@sprucemeadows.com) to request a transfer.

### **I have lost my confirmation email, can I get another one?**

Yes. Please contact [runseries@sprucemeadows.com](mailto:runseries@sprucemeadows.com) to receive another confirmation email.



### **Can I volunteer for the Run?**

Yes! Volunteer at Spruce Meadows by visiting our "Volunteer" page to fill out a volunteer registration form.

### **Is there a time limit for the runs?**

We encourage all able runners to enter in the race distance they feel most comfortable doing. The 2km and 5km courses are open for walk/run options and are for all skill levels; however all 10km participants must be over the age of 12, and are encouraged to have previous running experience. The race event and timing services close two hours after the race start.

### **Are pets allowed?**

No pets are allowed with the exception of the 2km/5km Pawsitively Fun Run benefitting Alberta Guide Dogs on Sunday June 21<sup>st</sup>, 2015. Please visit our "Rules & Regulations" page for pet rules.

### **What types of running surfaces are there?**

All of the race courses in the Spruce Meadows Run Series are considered to be "all terrain". Be prepared to run on pavement, gravel, dirt, grass, uneven surfaces including hills and slopes.

### **Did we not answer your question?**

Email your question to [runseries@sprucemeadows.com](mailto:runseries@sprucemeadows.com).

Thank you.

