

## **Postponement & Cancellation Policy**

### **1. Introduction**

The Wollongong Running Festival (WRF) is committed to delivering a safe and enjoyable experience for all participants. However, circumstances beyond our control may require us to postpone or cancel the event. This policy outlines the conditions under which the event may be postponed or cancelled and the associated procedures.

The decision to postpone or cancel the WRF will be made in consultation with the Event Advisory Board, Event Director and Race Director. In the event of postponement, the Event Director will liaise with Wollongong City Council to determine the requirements for an alternative date and event approval.

### **2. Postponement Policy**

#### **2.1 Conditions for Postponement**

The WRF event may be postponed under the following circumstances:

- Severe weather conditions (e.g., lightning, heavy rain, extreme heat).
- Natural disasters (e.g., earthquakes, floods).
- Security threats or concerns.
- Other emergencies or unforeseen circumstances that compromise the safety of participants, volunteers, or staff.

#### **2.2 Notification Process**

In the event of a postponement:

- Participants will be notified via email, and social media at least 24 hours before the scheduled start time, if possible.
- The event website will be updated with the new date and relevant details as they become available.

#### **2.3 Rescheduled Date**

- The event will be rescheduled, if possible, to a date within three months of the original event date.
- Participants' registrations will automatically be transferred to the rescheduled date.

## **2.4 Refund Policy for Postponement**

- Participants unable to attend the rescheduled event may request a refund within 14 days of the postponement announcement.
- Refund requests must be submitted via email to [info@wollongongrunningfestival.com.au](mailto:info@wollongongrunningfestival.com.au) with the participant's registration details.

## **3. Cancellation Policy**

### **3.1 Conditions for Cancellation**

The Fun Run event may be cancelled under the following conditions:

- Prolonged severe weather conditions making it impossible to reschedule.
- Catastrophic events or conditions beyond the control of the organisers that make the event unfeasible.
- Insufficient registration numbers making the event financially non-viable (cancellation will be announced at least 30 days prior to the event).

### **3.2 Notification Process**

**In the event of a cancellation:**

- Participants will be notified via email, and social media as soon as the decision is made.
- The event website will be updated with the cancellation notice and relevant details as they become available.

### **3.3 Refund Policy for Cancellation**

- All registered participants will receive a full refund of their registration fees.
- Refunds will be processed within 30 days of the cancellation announcement.
- Participants will receive an email confirmation once the refund has been processed.

## **4. Contact Information**

For any questions or concerns regarding this policy, please contact:

Email: [info@wollongongrunningfestival.com.au](mailto:info@wollongongrunningfestival.com.au)  
Phone: 1300 942 895



## **5. Disclaimer**

This policy is subject to change at the discretion of the event organisers. Any changes will be communicated promptly to all participants.

We appreciate your understanding and cooperation. Our top priority is the safety and well-being of our participants, volunteers, and staff. Thank you for your support and participation in the Wollongong Running Festival.