
From: Capital to Coast <capitaltocoast@hotmail.com>
Sent: Tuesday, 31 August 2021 7:59 PM
To: Happy Runner
Subject: Capital to Coast 2021 Update



C2C 2021 UPDATE

FROM OUR RACE DIRECTOR.....

Dear 2021 C2C runners,

Just wanted to start out by saying a big thank-you for your patience while we worked to finalise our bottom line and to sort out refund arrangements. There were a few extra steps to resolve and this email sets out information in terms of refunds and getting your t-shirts to you ASAP.

Refunds

As you know, the event is run by a small group of volunteers and the balance of your fee represents only sunk investments that we cannot recover (eg course approvals, digital and other fees). We are happy that we've settled on an outcome that we believe is fair and equitable. The refund will be 50% of your entry fee (as a solo-ist or as a member of a team) and will be administered through RegisterNow. Keep an eye out as we will be processing refunds of entry fees over the coming week. Refunds will be made to the card that was used to make the original payment. Bear with us, this is a manual process and there are 180+ refunds to make!

T-shirts

We've got your t-shirt and want to get it to you as soon as we can, so have a number of options. The Runners Shop in Philip has kindly agreed to be a distribution hub so if you are taking advantage of their click and collect service over coming weeks, make sure you let the team know that you also have a C2C shirt waiting for you and they'll include it in the order. Otherwise, you can pick them up from the Runners Shop once restrictions are eased and retail reopens. To our friends outside of the ACT, we will be sending them via Australia Post just as soon as we can. Please let us know by 10 September if your address has changed since you registered.

We think they make a perfect training t-shirt for Capital to Coast 2022! Make sure you use #C2C100 to let us know where and when you have been feeling the C2C vibes.

Where to now?

Thanks to those that have reached out, we know that you have been feeling it too and some of you have been doing it tough. We know that many of you have had other events that have had to be

cancelled due to the restrictions put in place because of COVID-19 and that the frustration and uncertainty has been palpable.

We wish we could have all been together over the weekend, we had a record number of registrations and the new stages are epic. We know that we have an amazing event that is absolutely ready to go for next year. Make sure you follow our socials and subscribe to the C2C newsletter to make sure you get the news you can use in the lead up to next year's event.

Stay safe everyone and keep exploring our region's amazing trails and sharing your adventures with us! We can't wait for 2022!

Happy trails

Doug and the C2C Committee



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