



Event Cancellation Information

In the event that RunHaven is cancelled or postponed by means outside of our control (including but not limited to adverse/unsafe weather conditions, council state or federal requirements or regulations, acts of violence or terrorism, etc), your entry will be transferred to the next advertised RunHaven event.

Tickets Purchased Prior to February 1, 2024 are fully refundable (not including service charges you may have paid), until September 1, 2024.

Refund Policy (all other tickets):

Prior to Sept 1: 50% refund of the race registration fees (not including service charges you may have paid)

After September 1, no refunds will be issued. There are no refunds for non starters and/or non finishers. This includes participants who have illness, injury, or have failed to meet checkpoints at course cut-off times.

Downgrade Policy:

Prior to Nov 20: Should entries still be available, we will happily downgrade you to a shorter distance at no cost. After Nov 20, no downgrade options are available.

Upgrade Policy:

Prior to Nov 20: Should entries still be available, we will happily transfer you to a longer distance. After Nov 20, no upgrade options are available.

Transfer Policy:

Prior to Nov 20: There is a free transfer policy - get in touch with us to organise a transfer to another participant on your behalf.

After Nov 20, no transfer options are available.

Please contact us at transfers@runhaven.com.au to make any changes to your registration