



River Run – Event Cancellation, Postponement and Refund Policy

Our commitment

River Run is organised with the safety and wellbeing of participants, volunteers, officials and the wider community at its heart. We aim to deliver a safe, enjoyable and inclusive event while supporting our club and our chosen Charity of the Year.

We recognise that participants invest time, money and preparation into taking part. If circumstances affect the event, we will communicate as clearly and promptly as possible and treat participants fairly.

Weather, safety and event cancellation

River Run may be postponed, delayed, amended or cancelled if conditions make it unsafe or impractical to proceed.

Reasons may include severe weather, flooding, unsafe course conditions, police or emergency service advice, medical provision concerns, or other circumstances outside the organisers' reasonable control.

Decisions will be made by the event organisers, taking appropriate account of the risk assessment and advice from relevant authorities and event professionals.

We will aim to communicate decisions as early as reasonably possible. However, conditions can change quickly, and a decision may need to be made on race day, including after participants have arrived or the event has been set up.

Participant safety will always take priority over the desire to proceed.

If the event is postponed or rescheduled

If River Run cannot take place on its advertised date but a replacement date is arranged, we will notify registered participants and explain the new arrangements.

Participants will be offered the opportunity to transfer their existing entry to the rearranged date at no additional cost.

Our preference is for participants to join us on the rearranged date so we can enjoy River Run together as planned. We understand, however, that the new date may not suit everyone, and we will explain the alternative options available to participants who are unable to attend.

If a participant is unable to attend the rearranged date, we intend to offer the following alternatives:

* **Virtual participation:** complete the advertised distance independently and submit any required evidence in accordance with the organisers' instructions. Where this

option is offered, the event medal may be posted to the participant. Submission deadlines and medal-posting arrangements will be communicated in advance.

* **Deferral:** transfer the entry to a future year's River Run, subject to the arrangements confirmed by the organisers.

* **Partial refund:** a 50% refund of the entry fee, minus the applicable administration fee, subject to the applicable entry terms and requirements.

We will explain how to select an option, how to request it and any relevant deadlines as soon as reasonably practicable.

Virtual participants will not be eligible for official race prizes or in-person awards unless expressly stated otherwise. Any spot prizes or additional awards available to virtual participants will be confirmed by the organisers.

These options are intended to provide flexibility for participants while recognising the practical and financial challenges of rearranging an event.

If the event is cancelled without a replacement date

If River Run is cancelled and no replacement event is arranged, we will communicate the cancellation and the available arrangements directly to participants.

We will explain the refund or alternative arrangements available, how to select an option and any relevant deadlines.

Refund arrangements will take account of the circumstances, the published entry terms and applicable requirements. A deferral, donation or virtual participation option will not automatically replace a refund where a refund is due.

If a participant cannot attend but the event goes ahead

If River Run proceeds as advertised but a participant chooses not to attend, including because they are uncomfortable travelling in forecast weather conditions, the existing entry terms will normally apply.

Our current entry terms provide for a 50% partial refund, minus an administration fee, for eligible participants who are unable to attend before mid October (the exact date is shared on the entry terms and conditions). Any eligibility requirements and deadlines will be communicated as part of the entry process.

We encourage participants to make informed decisions about travel and personal safety. We will communicate relevant event updates and any official safety advice available to us.

We may offer a transfer, credit or other goodwill option where practical, but any such arrangement will be clearly explained.

If the event is delayed or amended

Where possible, we may delay the start, extend registration, amend the course or make other reasonable adjustments to allow the event to proceed safely.

Any changes will be communicated as promptly as possible.

If a change is substantial or the event cannot be delivered as advertised, we will consider the circumstances and communicate any appropriate refund or alternative arrangements.

If the event is stopped after starting

If an emergency or changing conditions require the event to be stopped after it has started, we will prioritise safety and follow the advice of relevant officials and emergency services.

We will review the circumstances and communicate any appropriate arrangements to participants. Any refunds or other remedies will be considered in light of the circumstances, the entry terms and applicable requirements.

Entry fees, administration costs and charity support

River Run works hard to keep entry fees reasonable and may incur costs before race day, including permits, timing, medical cover, equipment and other supplier costs.

We take these costs into account when planning the event and its financial arrangements. Any administration fees or deductions relating to refunds will be explained clearly and applied in accordance with the applicable entry terms and requirements.

Supporting our club's Charity of the Year is an important part of River Run. We are grateful to everyone who enters, volunteers and supports the event, helping us contribute to a cause chosen by our club.

Communication and queries

We will use the contact details supplied at registration to communicate important event updates, cancellations, postponements and refund arrangements.

Participants with questions or concerns should contact the River Run organising team on either secretary@dhrunners.org or chair@dhrunners.org. We will aim to respond fairly and promptly.

Policy review

This policy will be reviewed periodically by the organising committee and updated when necessary to reflect changes in legislation, event arrangements and good practice.

The policy and applicable entry terms will be made available to participants before they register.

DH Committee – October 2026