

# [ KAQINUO CHRISTMAS RUN | 30KM VIRTUAL RUN ]

## Race Information

1. Registration Fee : RM40 per pax
2. Registration Date : 19/11/2018 – 9/12/2018
3. Run & Record Date : 10/12/2018 – 31/12/2018
4. Submission Date : 1/1/2019 – 7/1/2019
5. Medal Send Out : Start from 8/1/2019

## Rules & Regulations

1. Race entry
  - a. By entering a race you are agreeing to enter into the race and also agree to abide by these Race Terms as well as the General Terms and the terms set out on the relevant race entry page.
  - b. Entries to races are non-transferable. Participation in the race is personal to you; you are strictly prohibited from swapping, selling or transferring or offering to sell, swap or transfer the place in the race.
  - c. To enter a race you must be 13 years of age or older on the date of the race unless you have the permission of your guardian.
  - d. Race entry closure is determined and announced when race participation reaches the stated capacity or a pre-set date. This will be stated on Kaqinuo Facebook page of the race in question.
2. Race entry fees and cancellation
  - a. You must pay the race entry fee at the time of entering the race, otherwise cancellation of registration might occur in any time.
  - b. All race entry fees are non-refundable, and cannot be deferred towards a future race, nor can an entry be transferred from one race to another. You do not have a right to change your mind since the race entry fee is charged in return for our entering you into the race. Your entry is completed as soon as you have completed the race entry process.
  - c. You may request for refund if and only you accidentally bank-in or bank transfer an amount that exceeding the actual fees.
3. Participation is at your own risk
  - a. You are responsible for ensuring that you have undertaken any necessary preparation and training to enter and participate in any race. Entry and participation in races is at your own risk. You warrant to us that you will be on the date of the race, sufficiently fit and healthy to participate in the race unaided and in accordance with the Agreement. If you are in any doubt we recommend that you seek medical advice.
  - b. You will be required to confirm your acceptance of these terms and the disclaimer when entering each race.

#### 4. Race completion

- a. You will be treated as having completed the race if you submit the required evidence of your completion of the race to us by the date specified on the race entry page of the Kaqinuo Facebook. Examples of the required evidence are stated on each race entry on Kaqinuo Facebook page. Any question as to whether sufficient evidence is provided will be determined solely at our discretion.
- b. We will send the entitlements to each participant who provides the required evidence of completion in accordance with clause 4.a. Entitlements are sent by post within a reasonable time of the deadline for completing the race to the address provided by you during the race entry process. It is your responsibility to ensure that your address and any other details are correct and we will not be responsible or liable to you if these details are incorrect.
- c. Other prizes are awarded entirely at our discretion. Recipients of any other prizes will be selected by a random process.
- d. The deadline for completing each race and the submission of evidence in accordance with clause 4.a is fixed and cannot be varied. If we do not receive your evidence by the date specified, you will not receive the entitlements and will not be included in the results section of our system/database.

#### 5. Personal Information

- a. You agree that the Personal Information relating to you can be stored, used by us and our partners in connection with the organization, staging and administration of the race.
- b. You agree that the Personal Information relating to you may be anonymised and the anonymised data may be used by us and our partners in connection with the compilation of statistical information.
- c. You agree that your name, image and contact details can be used by us and our partners for the purposes of:
  - i. the promotion and marketing of the race and the Kaqinuo Facebook Page;
  - ii. adding you to a mailing list and mobile apps contact list to keep you informed about any future events and services which we believe you might be interested in, such as leisure activities relating to either similar types of events or activities or future races;
  - iii. Promotional and marketing material in respect of similar events, other community based activities organized by us and/or our partners.
- d. If you would not like us or our partners to use the Personal Information other than for purposes related to you participation in the race, please email us.
- e. You agree that we may publish your Personal Information as part the lead up to the race and as part of the results of the race either for the race alone or combined with or compared to other races and events. Results may include (but not be limited to) name, any club affiliation, race times, occupation, age category, location, submitted times and photos.

- f. In particular in relation to photographs, you agree to the publication of such photographs and their use by us and those authorized by us in any way which we may see fit now or in the future including but not limited to display on the Kaqinuo Facebook Page, Web Site and inclusion in other publications and publicity materials.

## **Return & Refund Policy**

This Return and Refund policy shall only be applicable for Kaqinuo held race event only.

### **1. Refund Policy**

- a. All race entry fees are non-refundable, and cannot be deferred towards a future race, nor can an entry be transferred from one race to another. You do not have a right to change your mind since the race entry fee is charged in return for our entering you into the race. Your entry is completed as soon as you have completed the race entry process.
- b. You may request for refund if and only you accidentally bank-in or bank transfer an amount that exceeding the actual fees.
- c. Refund of returns entitlements shipping fee (refer return policy) is also under the case of special refund request
- d. For special refund request (refer 1.b and 1.c) Participant need to notify us at Kaqinuo Facebook Page inbox message or Email to report on the issue not more than a week after payment has made.
- e. All special refund request (refer 1.b ,1.c and 1.d) will be made upon approval from admin, Refund amount will be transfer to the particular participant through Dream Bytes Technology, Company bank account (Maybank: 5147 2168 1651) and should not involve in any other platform for example ipay88 and Paypal.

### **2. Return Policy**

Should there be any discrepancy of entitlements delivered and participant wishes for return and refund, participant need to notify us at Kaqinuo Facebook Page inbox message to report on the issue not more than a week after payment has made or not more than 3 days after the receiving of entitlements. All shipping fees for return of entitlements should be pay by Kaqinuo side as special refund request (refer Refund Policy) unless the reasons of return of entitlements are due to unsuccessful delivery ones should pay for their re-shipping fee.

Return/Exchange of entitlements can be arranged under the following reasons:

- If the entitlements delivered are in damaged condition; or
- If the entitlements delivered to the wrong participant; or
- If the entitlements is different from the order delivered. Entitlements for return shall be returned in its original condition, quantity and packaging as it first delivered to the participant together with proof of purchase.

In circumstances, there are damaged or different entitlements upon participant collection and there is no request for refund, participant can send back the entitlements to the address us for replacement of entitlements.