

# Mammoth Marathon 2020 – Postponed until Sunday 16 May 2021

## Frequently asked questions

Before contacting us about the 2020 Mammoth Marathon, please read all the frequently asked questions below.

**Q: I have a place in the 2020 Mammoth Marathon/Half Marathon and want to defer my place and take part in the rescheduled event on Sunday 16 May 2021. What do I need to do?**

A: You don't need to do anything. You have already been entered into the rescheduled event on Sunday 16 May 2021.

**Q: I have a place in the 2020 Mammoth Marathon/Half Marathon but can't/do not wish to take part in the rescheduled event on Sunday 16 May 2021. What are my options?**

A: You can [transfer your place to another runner](#) if you are unable to take part.

Alternatively you are entitled to a full refund of your entrance fee which you can request via your ACTIVE account by choosing to 'transfer category' to the 'refund' option. Go to page 2 of this document for further instructions. Please note, **you need to request this by Monday 1 June 2020.**

**Q: I have a place from a charity or sponsor but can't take part on Sunday 16 May 2021. What can I do?**

A: If you have a place from a charity but can't take part on Sunday 16 May 2021 you must speak directly with the charity to discuss your options as the place belongs to them.

**Q: Will there be more places on offer for the rescheduled event on Sunday 16 May 2021?**

A: There are currently no plans to increase the number of entries available for the Mammoth Marathon or Half Marathon. However once refunds have been finalised we may have some spaces to re-release. We will also re-open the transfer window again later in the year to allow runners to transfer their place if necessary, therefore places may also become available in this way.

**Q: Can I donate my refund to one of the event's Charity Partners?**

A: Yes you can, you simply need to request your refund in the same way as anyone else and then donate it directly to your chosen Charity Partner:

- [Break](#)
- [Big C](#)
- [Open Youth Trust](#)
- [The Benjamin Foundation](#)
- [East Anglia Air Ambulance](#)

To request a full refund go to your ACTIVE account by choosing to 'transfer category' to the 'refund' option. Go to page 2 of this document for further instructions. Please note, **you need to request this by Monday 1 June 2020.**

**Q: How do I keep up to date with news and updates regarding the rearranged event?**

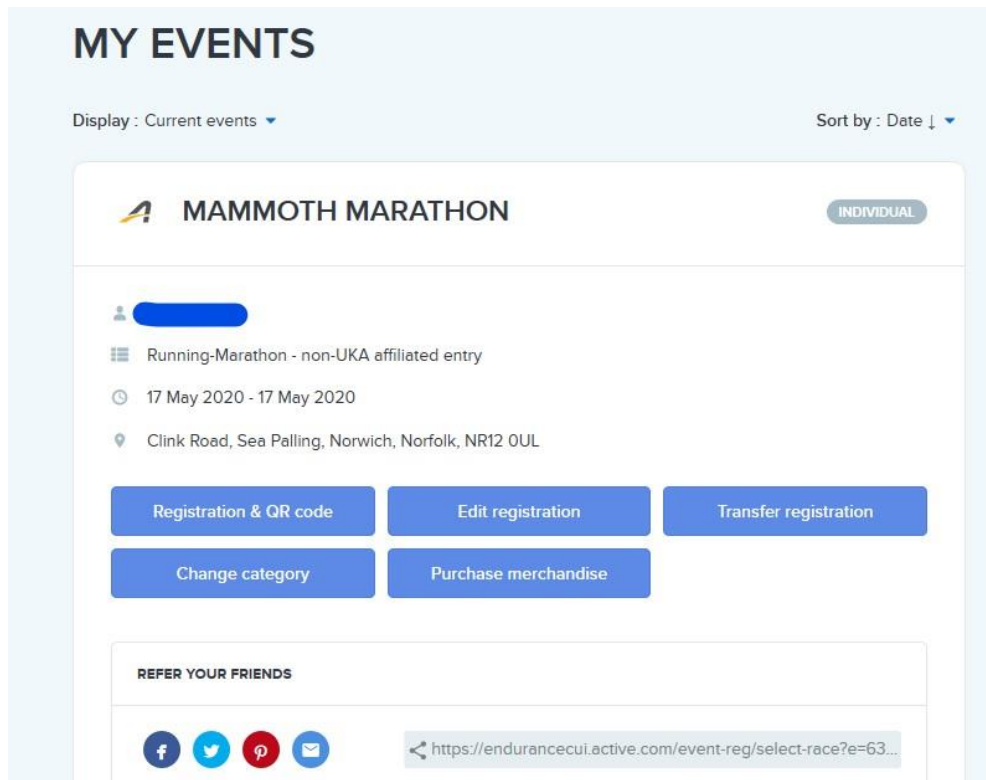
A: Look out for updates on our webpage and social media channels: Facebook [@MammothMarathon](#) and Twitter [@NN\\_DeepHistory](#). We will also issue certain important updates via email to all those signed up to the event at the time of the update, therefore we request that you

please keep your details up to date and correct on your ACTIVE account otherwise you risk missing out on these.

## Requesting a Refund

If you do not wish to take part in the rearranged Mammoth Marathon and Half Marathon event on Sunday 16 May 2021 you may request a full refund of your entrance fee. To do this please follow the steps below.

1. Log into your ACTIVE account at [www.active.com](http://www.active.com)
2. Go to 'My Events'



3. Click on change category
4. Choose the 'refund' option under the 'Postponement' heading

## Choose a new category

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### Running-Marathon

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- UKA Affiliated Entry  
Ages 18 and over as of 17/05/2020
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### Charity Teams

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- Charity Team Individual non-affiliated  
Ages 18 and over as of 17/05/2020
- Charity Team Individual UKA affiliated  
Ages 18 and over as of 17/05/2020
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### Postponement

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- Refund  
Ages 18 and over as of 17/05/2020
- 

A processing fee may apply.

Cancel

CONTINUE

5. Work your way through the checkout process as normal and once complete you will be registered for a refund.
6. Once the closing date for refund requests has passed (Monday 1<sup>st</sup> June 2020) we will work with ACTIVE to issue the refunds directly back into your bank account. Please bear with us whilst we process these.

Thanks,

The Mammoth Marathon Team.