

# Mammoth Marathon 2021 - Postponed until Sunday 15 May 2022

## FAQs

Before contacting us about the 2021 Mammoth Marathon, please read all the frequently asked questions below.

**Q: I have a place in the 2021 Mammoth Marathon and want to defer my place and participate in the rescheduled event on Sunday, 15 May 2022. What do I need to do?**

A: You do not need to do anything. You have already been entered into the rescheduled event on Sunday, 15 May 2022.

**Q: I have a place in the 2021 Mammoth Marathon/Half Marathon but can't/do not wish to participate in the rescheduled event on Sunday 15 May 2022. 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 by email at [mammoth.marathon@north-norfolk.gov.uk](mailto:mammoth.marathon@north-norfolk.gov.uk). Please include your:

- registration ID
- name
- email address on the booking
- whether you are registered for the full or half race.

This information can be found in the My Events section on your [Active account](#). Please note, refunds can take a few weeks to process. **Deadline for requesting a refund is 1 July 2021**

**Q: I have a place from a charity or sponsor but cannot participate on Sunday, 15 May 2022. What can I do?**

A: If you have a place from a charity but cannot take part on Sunday 15 May 2022, 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 15 May 2022?**

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 so other places may become available then.

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

A: Yes. You need to request your refund in the same way as anyone else and then donate it directly to your chosen Charity Partner.

**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 issue updates by email to all those signed up for the event at the time of the update. Therefore, keep your details up to date on your ACTIVE account; otherwise, you risk missing out on these.