



Thornbury Running Club

Race Series - FAQ

I am unable to run on the day, how do I transfer my entry?

Entry transfers to another runner will be possible on-line up till the date specified in the race description, provided that the race has not sold out. You may transfer to another runner by logging into Full on Sport (as you did when you entered) and changing the details yourself. The outgoing runner does not get a refund, therefore any agreement regarding the payment of the entry fee would need to be settled between the runners themselves. Additional administration fees may be required in some circumstances. NB: Passing a number to another runner will result in disqualification.

Entry transfers to one of our other events in the same series will be possible on-line up till the date specified in the race description, providing they have not sold out, by logging into Full on Sport (as you did when you entered) and going to the future event where you will see the option to transfer.

Where the event has sold out, we may offer a refund, less platform fee and an administration charge, provided that the request is made to events@thornburyrunningclub.co.uk at least 7 days prior to the event and your place is taken by a person on the Waiting List.

How to transfer your entry to another runner

To transfer your entry to another runner please follow these steps:

1. Log in to your account with Full on Sport at <https://www.fullonsport.com/login>
2. Go to the "My Entries" section and you should see your entry, which looks similar to below:-

SHOWING INDIVIDUAL EVENTS ENTERED				
INVOICE ID	EVENT	DATE	ENTRY FOR PARTICIPANT	ACTION
13544631	Riverbank Rollick 2023 🏃	Sunday, 15th January 2023	Nathan Darkin	✎ EDIT ⇄ TRANSFER £3.00

2. Click the ‘*Transfer*’ option
3. In the pop up box that appears you should enter the details of the person you want to transfer the entry to.
4. The person who has received the new entry should get a confirmation email. Please ask them to check their mailbox (and spam box) and if they do not receive an email contact events@thornburyrunningclub.co.uk with exact details of what you have done.
5. We do not provide a refund, therefore any agreement regarding the payment of the entry fee would need to be settled between you and the new runner yourselves.