

## 2016 Ragnar Relay Florida Keys Cancellation Frequently Asked Questions (FAQ)

Q - What is the deadline for deciding which option I want?

A - Let us know your decision by January 31, 2016.

Q - When do teams need to determine which 2016 non-sold out race they would like to transfer to?

A - January 31, 2016. Respond by completing and submitting the form provided in the email message to let us know. If you cannot find that email, please send an email to [customerservice@ragnarrelay.com](mailto:customerservice@ragnarrelay.com).

Q - When will I receive my refund?

A - You will receive confirmation that your check has been placed in the mail no later than two weeks after your form submission. If you are transferring, we cannot process your refund until you have indicated which race you are transferring to. You have until January 31, 2016 to decide.

Q - What registration price do we base refunds on when transferring?

A - Teams will be given the difference of their Ragnar Florida Keys team registration minus the early registration price of the race to which they transfer.

Q - Are transfers final?

A - If you transfer to another race and end up not being able to run, you may transfer one more time. All other aspects of the transfer policy will apply to your team. Refer to the race bible to view the full transfer policy.

Q - What if some team members want to transfer while others want a refund?

A - We understand the challenges in coordinating up to 12 different schedules by the January 31 deadline. While we hope all your runners can return in 2016, we would recommend selecting the full refund option in this instance and registering for a 2016 event when more runners can commit.

Q - How does the merchandise credit for transferring work?

A - The merchandise credit is given via a one-time use code in the amount of \$250 and cannot be broken up into multiple transactions or additional credits.

Q - What about my volunteer payment?

A - We will be refunding any payments that were already made for Ragnar Florida Keys and include it in your refund check. Volunteer payments cannot be transferred to existing race registrations.

Q - Can teams who registered recently for a race have the transfer credit applied to it? Would the refund of the difference still be possible?

A - In this instance, we would refund the 2016 Ragnar Florida Keys registration fee to the Captain. Transfers cannot be applied to previous registrations.

Q - What happened with the 2016 Ragnar Florida Keys and Monroe County?

A - Ultimately, we take responsibility and apologize for the angst this is causing you. It is important to us that you know the circumstances behind these events.

Each year we work with various officials to obtain permit approval to run in Monroe County; this is one of approximately 90 permits that are required for the race. However, this year because of complaints about traffic and noise the permit approval was brought to the County Commission in October. This was a new step in the process that surprised us and resulted in a vote that prohibited us from permitting the remainder of our famous Ragnar Florida Keys course.

In an effort to deliver on our promise of a race this coming February, we explored many course re-route options and ultimately developed a modified course that would still provide an incredible Ragnar experience that highlights the beauty of Southern Florida, would enable you to run some of the Keys, enjoy a Key West finish line party, and help Ragnar benefit the charities we support. The modified proposal addressed all the major concerns that were cited by local officials and we had high hopes it would be approved.

Despite our best efforts, the Commission denied the new permit request and what we believed was a great solution for the community, Ragnarians, charities and organizations that benefit from our race and Ragnar. The Commission closed the discussion by encouraging us to explore a different time of year for future permit requests. As such, Ragnar will continue to work with County Officials and residents and hope to find a solution that allows the Ragnar Relay Florida Keys to return better than ever.

For those that have voiced their support for us, we thank you. We ask that all Ragnarians help us demonstrate the spirit of community, teamwork and civility by being respectful in all your communications (online, social media, etc.).