

TOUGH MUDDER FAQ

Thank you for deciding to get muddy for Macmillan and support people living with cancer! You've picked an awesome challenge and we hope these FAQs will help with any queries you may have. There are also extensive FAQs for participants and spectators on the Tough Mudder website. If your question is not answered in this document or on the Tough Mudder website, please contact the Realbuzz team on charityplacehelp@realbuzz.com.

Alternatively, you can also contact our team by emailing running@macmillan.org.uk or calling **0300 1000 200**.

How do I register for a Tough Mudder?

Registration is a two-step process.

- Click the 'Get a place' button on our website and complete the registration form. You will be asked to pay a registration fee of £30 and pledge to raise at least £300 in sponsorship.
- Within 7-10 days of completing your registration form you will receive an email from Tough Mudder with instructions on how to complete your final registration. Every participant must complete both the registration form on the Macmillan website and the instructions emailed to you by Tough Mudder to secure your place. Once you have completed your final registration, your Tough Mudder ticket will be emailed to you.

How do I register as a team for Tough Mudder (3-9 members)?

- Nominate a team captain. Please note the team captain will be asked to pay the registration fee for the whole team.
- We offer a **20% discount** for teams of 3 or more. To claim this discount, get in touch for more details by emailing running@macmillan.org.uk or calling **0300 1000 200** where you will be provided with a discount code to use when registering.
- On the event page on our website, the team captain should click the 'Get a place' button and complete their own details on the first page of the form.
- In section 2 of the form, the team captain selects the day the whole team wants to take part in. If any of your team want to take part in a distance we do not offer charity places in, they should sign up separately directly with the Tough Mudder organisers.
- The team captain then enters the team's sponsorship pledge. Please note the minimum sponsorship is £300 per team member.

- Next, the team captain selects 'yes' to entering as part of a team and enters a team name followed by the first name, last name and email address of all other team members.
- The team captain then selects if they want Team Macmillan kit. This kit order is just for the team captain. All team members will be asked if they want kit at a later stage.
- Complete the rest of the form using discount code we will have provided to you to get 20% off registration. At this stage the team captain must pay for all team members.
- Check the terms and conditions and hit 'Sign me up!'.
- Once this is complete each team member will receive an email inviting them to join your team. All team members must then follow the instructions in this email to complete their own registration. If a team member does not complete their own registration, they will not be able to take part in the event.

How do I register as a team for Tough Mudder (10+ members)?

To sign-up as a team of 10 or more:

- Nominate a team captain to call us on **0300 1000 200** to register your team.
- You will be sent a registration form to complete with details for all your team members.
- Return this to our team and we will register your team with the event organisers.
- You will then receive details for how to complete your registration with the Tough Mudder organisers. If a team member does not complete their own registration, they will not be able to take part in the event.

What is the minimum age to take part?

Tough Mudder 5k participants must be at least 13 years old and Tough Mudder Classic participants must be at least 14 years old. All participants under the age of 18 taking part in either event must be accompanied on course by a chaperone who is 18+ years old.

Is my registration fee refundable or transferable?

The registration fee is non-refundable or transferable due to immediate administration costs incurred by Macmillan when you sign up.

If one of your team members does not complete the initial team member registration form, and the event date is more than 3 weeks away, we can replace them with a new team member. Please get in touch to do this.

I'm a team captain, can I cancel my team members place?

If team members have not completed their initial registration form, the team captain can nominate a new team member to take their place. Once a team member has completed their registration form, only they can cancel their place. The registration fee is non-refundable in all cases.

I have completed my registration. When will I receive my ticket?

Your Tough Mudder ticket should have been emailed to you after you registered.

If you can't find your ticket, please try searching your inbox for the email address noreply@awntx3.email.active.com.

If you're still unable to find your participant ticket, please email support@active.com.

What should I do if my code isn't working?

If your code isn't working, email charityplacehelp@realbuzz.com.

Please note: Charity discount codes are extremely sensitive, and registration must be completed as soon as you have entered your code. Once you have entered your code it becomes void and cannot be used again if you do not complete registration

What is the deadline for registering?

You must complete your registration form and pay your registration fee at least 4 weeks before the event date.

I have received my ticket but cannot access my Active account?

Log in/Sign up to your Active.com account.

If you are still struggling to access your Active.com account and you have received your ticket please email support@active.com.

When will I receive my start time?

All participants who are taking part with a Macmillan charity place and have completed their registration will receive their start time 10 days before the event date.

Can I pick my start time?

If you are taking part on your own, you must turn up one hour before your allocated start time. If you are taking part as a team and would like to pick your start time, please get in touch soon as possible.

I'm on a team. Will we receive the same start time?

Not all team members will receive the same start time. If you'd like to start together please choose your preferred start time that has been allocated to one of your teammates and arrive together, one hour before this time. Tough Mudder suggests that teams arrive at the earliest start time allocated to your team to prevent holdups.

If you are taking part as a team, please head to the Start Time Look Up Tent on arrival and they will ensure you can start together.

Can I transfer between Saturday and Sunday (Friday and Saturday for City events) at an event or move my entry to a different event?

Once you have received your ticket you will be able to access your [Active.com](https://www.active.com) account using the email address you used to register and can transfer your place in the same way that a non-charity participant would be able to.

To do this:

- Log in to [Active.com](https://www.active.com)
- Go to 'My Events'
- Click Change event
- Choose a new event
- Choose a new category
- Click Continue
- Fill out registration form
- Click Continue
- View Order details and complete

Please be aware that if you are team captain or a member of a team you will not be able to transfer format via Active.com, you will need to email support@active.com. If you change your date, please get in touch with us to let us know.

Will I receive an info pack with all the event details?

Tough Mudder don't send anything out in the post; everything is online. The Info Pack with all the details required for the participants is posted on the event page about 10 days before the event. General details on essentials, spectators and event day can be found on the event page until then.

Once you have received your ticket you will receive updates via email in the run-up to race day directly from the Tough Mudder team. These emails will let you know once the Digital Info Pack is available on the event page.

Do I need to purchase parking?

Yes. If you plan to park at the event site you will need a parking ticket. Charity participants park in the general parking area along with participants that have purchased their ticket through the public entry. You will need to purchase your own parking pass through your [Active.com](#) account.

We do recommend car sharing and it is worth noting that due to the large numbers of people taking part, parking can be a 10-minute walk from the check-in tents.

Does Tough Mudder have disabled parking?

Parking for disabled badge holders will be available at each event in the nearest spaces to the Base Area (main event area). Please note that due to remote nature of many venues, parking may be up to 750m away from Base Area.

I have a disability. Are there facilities on site?

Yes, there are facilities for disabled visitors. The event is 'open access' meaning that spectators can go anywhere they wish at the event except 'backstage' production areas. Due to the remote countryside nature of many event venues, the going is often grassy, muddy and undulating. Many areas are unsuitable for mobility scooters and electric wheelchairs, however the Base Area (main event area) is always flat, event if often 'muddy pasture'. There are always disabled toilets on site.

Do I need to sign an event waiver before event day?

All participant and spectators must sign a waiver to enter the event site. You will be able to sign your event waiver on the day when you arrive.

Do spectators need tickets?

Yes. All spectators have to pay to watch. Spectator tickets are cheaper to buy in advance from the Tough Mudder website. Head to www.toughmudder.co.uk/events, select your event and then click the Digital Info Pack at the top of the event page. Then select Event Day Information and you will see the option to buy spectator tickets.

What should I wear to Tough Mudder?

A good pair of running shoes (that you're not attached to) with good cushioning, traction and drainage

Form-fitting, lightweight, breathable gear (always check the weather and adjust accordingly)

What should I bring with me on race day?

- A positive attitude
- ID and your ticket (printed or screenshot)
- Trainers
- Change of clothing and shoes
- Sunscreen
- Bag (for wet, muddy gear)
- Money for snacks (all vendors accept contactless payment)
- And don't forget to bring your Macmillan running top!

Will there be food and water on course at Tough Mudder?

Yes, Tough Mudder will have 4-6 water stations along the course, and there's food for sale throughout the day. If you have food allergies or specific dietary requirements, you will be allowed to bring small snacks, but otherwise, no outside food is allowed into the event.

Are dogs allowed on site?

Dogs are allowed on-site at Tough Mudder events with spectators, however please make sure you keep your dog on a lead and supervised at all times and make sure you clean up after them.

How are Tough Mudder adapting their events for Covid-19?

Tough Mudder have introduced a number of measures to help keep their events safe. You can find out more about these measures [here](#).