

10 online Race

1. What is the difference of this online race as opposed to the challenges that you offer?

This online race allows only single activity entry. This means that one will have to complete the whole race distance in one go. Having 2 entries of 5kms each will not be accepted.

2. Do I need to have a Strava account first?

Yes.

3. Do I need a premium account?

No, using free account will do.

4. Will the shipment/delivery of finisher shirts be free?

Shipment/deliver within the Philippines is FREE, but for other countries, it will depend on the delivery address. You may advise us your preferred courier and their quotation so we can coordinate accordingly.

5. Do I need to download the Strava app?

If you do not have any GPS device compatible with Strava, then you MUST have the app on your iOS or Android device, as you will use it to log in your run details.

6. How can I start logging my runs on Strava?

If you are using the Strava app, you can automatically upload your run right after. Make sure you save and sync your run. If you're using a GPS device, just connect your device to your computer, and upload it to your Strava account, automatically (Photo of your run track should be seen).

7. On Strava account, can we log our run manually?

No, your activity must have GPS and a route in order to count.

8. Can I do indoor runs on a treadmill and log that run?

No, because it tracks movements per distance and GPS signal is a must.

9. I don't live in the Philippines, can I still join?

Yes, of course! As long as you have a Strava account, compatible device, accepts the risks and the waiver and disclaimer clause (details will be seen when you register, you are definitely welcome to be part of 10 online.

10. What if someone uses the Strava app on a bike/car/skateboard/hover board/etc.

10 online is about joining a race bounded by the parameters of GPS technology. At the moment, there is no way that we track cheaters. However, we spend time checking all entries and would flag questionable data. It is the responsibility of each participant to check any notification on their account and respond accordingly otherwise, data will not be recorded. All club members, by joining this club accept this limitation and we believe that each member of this club is self-respecting.

11. Can I still join even if the race has started?

No. You must have registered within the allotted period only.

12. Can I use other app aside from Strava?

Not at the moment. We will be looking into more application in the near future.

13. Refund Policy

There will be no refund once a participant has signed up.

14. When can I expect to receive my finisher shirt?

Your finisher shirts and medals will be sent to the courier/delivery service provider after 15 working days from the release of the official race results. Exact delivery to your place may vary due to location and possible delay on the courier's shipment process.

15. Can I replace size of my ordered shirt?

We will only consider this if there is still available shirt size in our stock. You will have to cover the return cost of delivery back to us and the delivery of the item back to you. Delivery payment must be deposited to our account before we send it to you.

16. Why is my run flagged by the organizers?

Skewed map route due to bad GPS signal or device technical issues may result to inconsistent and erroneous map, pace and other details. Flagged entries will automatically not be recorded. We will be flagging them through your strava account to inform you that there is something wrong with your entry. We would also flag other activities that are questionable such as receiving an entry with sub-4 min/km pace for a 10km run on a terrain with a total climb of 400 meters.

17. It has been raining and typhoon is coming in for the next few days, can I do treadmill run?

No. All runs should have GPS connectivity in order to generate the map route. This will be part of the challenge having this GPS technology is the main parameter that we are using in order to record our club's activities. Should there be any unusual condition (prolonged



10 online Frequently Asked Questions



raining, typhoon, flooding) that affected majority of our participants, the organizers reserve the right to do such adjustments and will be communicated to all participants.

18. Can I walk or stop or maybe have lunch first while completing the race?

Yes, however, you cannot pause time during your stop period. Time of start until time you hit 10km distance will be your total time.

19. I joined the Duo category, can we do it on separate days since there are 2 days scheduled to do the race?

Yes. One member may do it on a Saturday and the other on a Sunday as long as each member will do it on "one go." Meaning, once you start, you must complete share of distance in one single activity entry. This is applicable to the Trio category as well.

20. I started my run at 8:00pm of the last day of the race and ended up 12:01 the following day, will I still be considered finisher?

No. You must complete it before 12:00 mn of the end day of the race day, Philippine Time.

21. If I join the race, then I got into any untoward incident, would the organizers' be held accountable?

No. This is an online race and each runner should be responsible for their own safety. Each runner must have prepared properly, ensures that the run course one chooses is safe with hydration areas or stores one can buy from along the way. Participants also are asked to read, understand and accept waiver and release clause by progressing and completing the registration process.

22. I run 10km on my android device and after syncing, it showed that I have only completed 9.99km, can I still be considered finisher?

No. You must reach atleast 10 km as shown on your strava account. It is strongly suggested that you run more than 10 km to ensure you get to complete the right distance. It is also advised that you use your device first to make sure it is working properly.

23. The only best place for me to run this distance is on the nearby track oval, would it be fine for me to do in circles.

Yes.

24. My phone run-out of battery, can I still continue and complete the remaining distance?

No. There should only be one activity entry. If you phone runs out of battery and if you are lucky that the activity is saved, the next time you turn on your device, it will create a new

activity entry. Therefore, it there will be more than one activity entry and will not be counted. You should make sure there is enough battery to last the whole race.

25. I will be using my GPS compatible device watch and my ios phone strava app, can use 2 devices at the same time?

Yes. However, you will have to choose 1 activity entry to sync to your account.

26. I am using 2 different devices and it showed different distance therefore times as well, which one should I sync?

Any 1 of the 2 activities is acceptable. This may happen due some technical specifications of your device. As long as the map is acceptable, the entry will be valid.

27. We run the same time and same distance but my friend's device showed shorter distance hence, faster time. Will that mean my friend finishes ahead of me?

Yes. This race is bounded by the data produced by your device. As long as the GPS created map is clear and not questionable, the activity will be acceptable.

28. Can I file a protest if I have proof that someone cheated?

Yes. You may do so by sending us photos or proof of cheating only up to the following day, 12mn from end of race. The protest letter maybe sent through email together with the following information; Name of participant whom one complains to have committed cheating, Date and Time of Cheating, Witnesses, Proof of cheating (such as photos), protester's information and signature.