

FAQ's

What is the registration process?

You will need to purchase a race voucher on our web shop. Payment is done online by credit card (Stripe) or by card at the registration desk using the Square system.

After purchase you will receive a ready-for-pickup notification by email with personal QR-codes for each purchase participant voucher.

The QR-code is a search label that will be scanned together with the shoe-tag at the registration desk. Several scan stations will be operational in order to avoid long waiting lines.

What are the fees?

A flat rate for 5 races of 30 AUD for all ages. Season packs will be 40 AUD for juniors (U17) and 75 AUD for seniors (18+). This fee covers your shoe tag and insurance. Early bird CCXC-2021 T-shirts are available during the first 5 weeks of the season (as long as stock lasts).

How to use family discount?

Family discount applies, each family of 4 or more (i.e. parents with their children) will pay \$200 for 4 participants plus \$10 for every extra child. Use the appropriate discount coupon code when you are ready to check out, for instance code FAM2S+2J for two adults and 2 children. Other codes are (FAM2S+2J, FAM1S+3J, FAM3S+1J, FAM1S+4J, FAM2S+3J, FAM3S+2J, FAM2S+4J, etc).

How do we pay?

Payment can be done online using Stripe or by card with a square system at the registration desk. Both options are available at the web shop. Once you've paid you will receive the QR-code(s). Payment and processing at the reception desk will take longer due to mobile network service, hence payment through credit card online is recommended.

Do we need a shoe tag?

Yes. Your shoe tag will have your distance and will allow you to receive a result for your run. It also shows you are registered for the race as part of the COVID-19 safety plan. The results will be available on the website the next day latest but generally at the finish line by using your shoe tag number.

Are all 3 distances on offer?

Yes, short, medium and long distances are all available. You will be able to change them each week now too if you like. Just let us know the distance at the registration desk when you sign in with your QR-code. Note that the tag is distance fixed. Each tag has a different colour. Choosing a different distance than your initial distance at first registration will affect your point score over the season.

How do we line up for the start and still keep 1.5m away from each other?

There will be wave starts as per normal where appropriate distance is taken. One can also start shortly after the gun start as your start and finish time will be recorded with sub-second precision.

Do I keep my shoe tag or hand it back after I run?

You will need to hand your shoe tag in once you have finished your run. There will be a tub at the finish and Kay will be there to remind you. When you come back the next Saturday, you will re-register and be given a new shoe tag.

What time are we running each distance?

The default start time will be 14:30 with the short (2K) distance. After complete finish we will start with the medium (4K) and long distance (6K), typically at 15:00. The walkers all start with the first wave. At some events this pattern will change due to an extra extreme-distance option (12K) or combined race with relays.

Do I get points for running?

Yes the point score system is reinstated this season; gain points every race depending on each race result. Please note that running an other distance than normal will waive the points of that race. The point scoring only works for your nominated distance of the season that you have chosen at your first registration.

What are the COVID safe measures in place to keep us all safe?

- Low-density wave starts to avoid over crowding (subject to change to implement latest guidelines). First wave start at 14.30. Individual start possible due to dual-time (finish - start) time registration.
- Sanitised and updated shoe tags each week to ensure we are capturing COVID-contact-details for all participants.
- COVID safe officials to monitor crowds and enforce current guidelines (www.healthdirect.gov.au).
- Hand sanitiser at rego desk and all items, surfaces and shoe tags cleaned regularly.