

Frequently Asked Questions (FAQ)

Event Date: 1 December 2024 (Sunday)

Time: 5:00 AM - 12:00 PM

Venue: IOI City Mall, Putrajaya

Physical Race Registration Information

1. When does the registration close?

Registration will close on 4 November 2024 or when all slots are sold out, whichever is earlier.

2. What is the minimum age to participate in the GSC Popcorn Run - Sonic 3 The Hedgehog?

There are different minimum age requirements for the different race categories.

- 5KM Kids: Ages 4 to 12 years as of date of Event.
- 5KM Open: Minimum 13 years as of date of Event.
- 10KM Open: Minimum 16 years as of date of Event.
- 10KM Veteran: Minimum 40 years as of date of Event.
- 21KM Open: Minimum 18 years as of date of Event.
- 21KM Veteran: Minimum 40 years as of date of Event.

Note: Participants aged 17 years and below must be accompanied by an adult above 18 years old.

3. What happens if I could not complete my run within the qualifying time?

All registrants must complete their run within the qualifying time. There are 3 different distance categories - 5KM, 10KM and 21KM. Each category has a different qualifying time, please ensure to choose wisely which category fits your pace best:-

- 5KM: 1 hr 30 mins
- 10KM: 2 hrs 30 mins
- 21KM: 4 hrs

4. Can I register for multiple race categories?

Unfortunately, joining multiple categories is not allowed. 1 participant is only allowed to join 1 category.

5. I have my own insurance, do I still need to purchase the Group Personal Accident Insurance from the event?

Yes, it is compulsory to purchase the Group Personal Accident Insurance (this is set by the Sports Commissioner Office of Malaysia).

6. How do I know if my registration is successful?

Upon completion of registration, you will see a 'success' message on your screen and receive a confirmation email as well.

7. I have registered but did not receive my confirmation email. What should I do?

If you did not receive your confirmation email, please check your spam, junk, promotions and social folders, or any other tabs in your inbox. Alternatively, you may contact us at register@score.my with your full name, IC/passport number, email address used for registration and any proof of payment.

8. Can I change my distance or category after I have completed my registration?

Unfortunately, you are not allowed to change your distance or category upon completing your registration.

9. If I wish to withdraw from the race, can I transfer my registration?

No. Race entries are strictly non-transferable and non-refundable. The registration system documents the particulars of each runner and in the event of emergencies where medical assistance is required, the emergency contact is taken from the information stated at the back of the bib. For the safety of our runners, changes are not permitted.

10. Do I get a refund if I choose not to participate after completing my registration?

No. Registration fees are strictly non-refundable.

11. Do you have corporate registration?

Yes, we do have corporate registration. Please contact and email us at register@score.my for more information.

About Runner's Race Pack

1. What do I get in my race pack?

While you collect your race packs during the race entry pack collection days/via delivery, you will receive your event tee, goodie bag and bib. The movie ticket to Sonic 3 The Hedgehog will be sent to you digitally. Runners are required to redeem their tickets from GSC using the promo code given. The redemption information will be attached together. Upon completion of your race, runners can collect their finisher medal and finisher tee at the finishing line.

2. Can I change my t-shirt size after registering?

No, you are not allowed to change your t-shirt size after registering.

3. I would like to have different sizes for my event tee and finisher tee. How can I do that?

Unfortunately, it cannot be done as finisher tee size will follow the same with event tee.

4. Can I get my finisher medal and 21KM finisher tee if I do not attend the run?

No, the finisher medal and 21KM finisher tee are strictly for finishers only.

About The Physical Race

1. Is it necessary to wear the race bib when participating in the race?

Participants **MUST** wear their race bibs while participating in the race. The Race Organiser reserves the right to deny entry of runners into the start pen without valid race bibs.

2. What is the flag off time?

The flag off time will be announced upon approval by the authorities. Runners who are late and do not flag off within 10 minutes after the official flag off of each distance will not be allowed to run.

3. If I do not complete the race in the stipulated time-frame, will I be entitled to the Finisher's items?

Unfortunately, finisher items (such as finisher medal, 21KM finisher tee, snack pack) are only reserved for registered participants who have completed the race. The finisher items can only be collected at the race village.

4. Is there a baggage deposit area at the race village?

There is a complimentary baggage check-in service at the race village where runners can deposit their belongings.

*Counters will only accept items secured in bag(s). Whilst maximum care and security will be enforced, the Organiser will not be responsible for any lost or damaged items, or delay in retrieving the bags. Participants are advised to arrive 1 hour before their start time.

5. Can I run if I am pregnant?

If you were a regular runner before your pregnancy then it's safe to continue for as long as you find it comfortable and are not experiencing any complications. However, as organizers, we do not encourage this and we shall not be deemed responsible under any circumstances.

6. Can I run with a stroller?

For the safety of participants, strollers are not encouraged. Runners shall be responsible for the safety of themselves and the kids if they insist to run with strollers.

Race Entry Pack Collection

1. What do I need to produce to collect my Race Pack?

You will receive a QR code for collection before the REPC days. You may find it in your Heyjom app, or email.

2. When and where is the Race Entry Pack Collection?

The Race Entry Pack Collection date and venue will be announced upon confirmation.

3. Can I collect the race entry packs for my family or friends?

Yes, but you must have a softcopy of their NRIC and their collection QR code.

4. When will I receive my race kit if I opt for delivery?

Your race kit is estimated to reach you 1 week before the event.

*Subject to change depending on the actual situation.