

Frequently Asked Questions (FAQ)

Event Date: 16 November 2024 (Saturday)

Time: 7:30 PM onwards

Venue: Dataran Putrajaya

RACE DAY

Q: When is PUMA Nitro Night Run 2024?

A: It is on 16 November 2024.

Q: Where will PUMA Nitro Night Run 2024 be held?

A: PUMA Nitro Night Run 2024 will be held at Dataran Putrajaya.

Q: When does the event registration close?

A: The event registration will close on 30 September 2024, or upon reaching the maximum of 10,000 participants.

Q: What are the available distance categories?

A: The distances available are 5KM, 10KM and 21KM.

Q: What is the minimum age to participate in PUMA Nitro Night Run 2024?

A: Participants must be a minimum age of 13 years and older on 16 November 2024 to participate in the race. Consent is required for participants below the age of 16.

Q: What time does each race start?

A: The flag-off times will be announced at a later date. To ensure you get all updates on the flag-off time, please keep an eye on our social media channels.

Q: Is there a cut-off time to complete the run?

A: Yes, you can visit the registration website <https://www.heyjom.com/events/591> to find out the cut-off time/qualifying time for each category.

Q: Do I still get a finisher medal and certificate if I complete my run after the cut-off time?

A: Unfortunately, finisher's items are only reserved for registered participants who have completed the race within the cut-off time/qualifying time. The finisher's items can only be collected at the finishing line after the race.

Q: Is it necessary to wear the race bib when participating on the event day?

A: Yes, it is necessary. The race organizer reserves the right to deny entry of runners into the start pen without valid race bibs. Race bib will be included in the Race Pack.

Q: Are strollers or baby carriers allowed on the event day?

A: We don't encourage this but please note that if you choose to bring a stroller, it will be your

responsibility and risk. Our team will not be liable for any incidents or accidents that may occur as a result of using a baby stroller during the event.

Q: Is there a baggage deposit area on the event day?

A: 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 to deposit their bags.

Q: What if I am injured during the race?

A: Please alert the route marshals or medical responders for medical attention.

Q: How can I access my personal race results after the event?

A: Participants can check their official results only via Checkpoint Spot at <https://checkpointspot.asia/> within 12 hours after the event has ended. Official results and ranking are based on the 'Gun Time'.

'Gun Time' (officially accepted by the IAAF as the valid mode of measuring running time) is recorded as soon as the gun is fired and it includes whatever distance you had covered before you actually reach the start line.

'Net Time' is recorded only when you cross the start line. Race 'Net Time' is often shorter than Race 'Gun Time' as many runners do not cross the start line until several minutes after the official 'Gun Time' has begun.

EVENT REGISTRATION

Q: Can I join multiple race categories?

A: Joining multiple (5KM/10KM/21KM) categories is not allowed due to safety concerns.

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

A: If you did not receive your confirmation email, please check your spam, junk, promotions and social folders, or any other tabs in your inbox. If it is not there, please email info@heyjom.com with your full name, IC/passport number, and email address used for registration. Alternatively, you may also view your event on your HeyJom mobile app dashboard.

Q: Can I change my delivery address after registration?

A: You may send an email to register@score.my regarding this request.

Q: I have my own insurance, so do I still need to purchase the Group Personal Accident Insurance from the event?

A: Yes, as set by the Sports Commissioner Office of Malaysia, it is compulsory to purchase the Group Personal Accident Insurance.

Q: Do I get a refund if I choose not to participate after completing my registration?

A: No. Registration fees are strictly non-refundable.

Q: How do I know if my registration is successful?

A: An email confirmation will be sent to the email address that you used to register for the race.

Q: Why have I not received my confirmation slip despite registering and making payment?

A: There could be several reasons:

- The email is in your spam folder or junk mailbox.
- The email has been blocked by your mail server and/ or is treated as spam.
- Your registration was not successful.
- There was an error in your email address.

Please check your spam/junk mailbox or your registration status via HeyJom. If all the above fails, please contact us at register@score.my and provide the following information:

- Name
- Email Address used for your HeyJom account
- Contact Number

Please allow at least 3-5 working days for investigation.

RACE ENTRY PACK COLLECTION (REPC)

Q: What do I need to produce to collect my Race Entry Pack?

A: A copy of your identification (both soft and hard copies are accepted) and a copy of your confirmation slip (both soft and hard copies are accepted) with QR code.

Q: When and where is the Race Entry Pack Collection (REPC)?

A: The race entry pack collection dates & venue will be announced at a later stage.

Q: Can I collect the Race Entry Pack for my family or friends?

A: Yes, but you must have a copy of their IC (softcopy) and their REPC QR code – which will be given at a later date.

Q: When will I receive my Race Entry Pack if I opt for delivery?

A: You will receive the race entry pack at least 1 week before the event.

Q: I am an International Participant, and I will only be in Malaysia during the same week. Can I collect my race kits during event day?

A: Unfortunately, there is strictly no collection on the event day. You are encouraged to opt for the delivery option or get a representative to collect on your behalf. If you face any further challenges, please email us at info@heyjom.com.

Q: I couldn't make it to the Race Entry Pack Collection. Can I collect my Race Entry Pack on event day?
A: There will be strictly no collection on the event day. You may get your friend/family to collect your race entry pack for you on the collection days.