

# CHARITY PARTICIPANT FAQ

There are extensive FAQs for Participants and Spectators on the Tough Mudder website. This document aims to provide participants with answers specifically relating to the charity programme. If your question is not on the list below or on the Tough Mudder website please contact the Realbuzz Group Team on [charityplacehelp@realbuzz.com](mailto:charityplacehelp@realbuzz.com) who will be happy to help you and ensure this document is updated for the benefit of future fundraisers.

| QUESTION   | ANSWER   |
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| <b>What should I do if my code is not working?</b>   | <p>You can request a new code by emailing <a href="mailto:charityplacehelp@realbuzz.com">charityplacehelp@realbuzz.com</a>.</p> <p><b>Please note:</b> 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.</p>   |
| <b>Can I transfer between Saturday and Sunday at an event or move my entry to a different event?</b> | <p>Once you have received your ticket you will be able to access your <a href="https://www.active.com">Active.com</a> 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.</p> <p>To do this:</p> <ol style="list-style-type: none"><li>1. Log in to <a href="https://www.active.com">Active.com</a></li><li>2. Go to 'My Events'</li><li>3. Click Change event</li><li>4. Choose a new event</li><li>5. Choose a new category</li><li>6. Click Continue</li><li>7. Fill out registration form</li><li>8. Click Continue</li><li>9. View Order details and complete</li></ol> <p>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 <a href="mailto:support@active.com">support@active.com</a>.</p> <p>Please keep your charity up to date with any changes so that they can continue to support you on your Tough Mudder journey.</p> |

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| <p><b>I have completed my registration. When will I receive my ticket?</b></p>              | <p>Your Tough Mudder ticket should have been emailed to you after you registered.</p> <p>If you can't find your ticket, please try searching your inbox for the email address <a href="mailto:noreply@awntx3.email.active.com">noreply@awntx3.email.active.com</a>.</p> <p>If you're still unable to find your participant ticket, please email <a href="mailto:support@active.com">support@active.com</a>.</p>  |
| <p><b>I have received my ticket but cannot access my Active account</b></p>                 | <p>Log in/Sign up to your Active.com account <a href="#">here</a>.</p> <p>If you are still struggling to access your Active.com account and you have received your ticket please email <a href="mailto:support@active.com">support@active.com</a>.</p>   |
| <p><b>I am no longer able to take part in the Tough Mudder event. What should I do?</b></p> | <p>Let your charity know as soon as possible if you are not going to be able to take part. There is a chance that the charity will be able to cancel your ticket and pass it onto another supporter. If you don't cancel your entry, your charity will lose the place once the race weekend has passed.</p>  |
| <p><b>When will I receive the Info Pack with all the event details?</b></p>                 | <p>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.</p> <p>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.</p> <p>Alternatively, you can access the Info Packs using the links below.</p> <p>London West: <a href="https://toughmudder.co.uk/content/london-west-info-pack">https://toughmudder.co.uk/content/london-west-info-pack</a></p> <p>Midlands: <a href="https://toughmudder.co.uk/midlands-info-pack">https://toughmudder.co.uk/midlands-info-pack</a></p> <p>Northampton: <a href="https://toughmudder.co.uk/northampton-saints-info-pack">https://toughmudder.co.uk/northampton-saints-info-pack</a></p> <p>Scotland: <a href="https://toughmudder.co.uk/scotland-info-pack">https://toughmudder.co.uk/scotland-info-pack</a></p> <p>Bristol: <a href="https://toughmudder.co.uk/bristol-info-pack">https://toughmudder.co.uk/bristol-info-pack</a></p> <p>Yorkshire: <a href="https://toughmudder.co.uk/yorkshire-info-pack">https://toughmudder.co.uk/yorkshire-info-pack</a></p> <p>South West: <a href="https://toughmudder.co.uk/south-west-info-pack">https://toughmudder.co.uk/south-west-info-pack</a></p> <p>North West: <a href="https://toughmudder.co.uk/north-west-info-pack">https://toughmudder.co.uk/north-west-info-pack</a></p> <p>London South: <a href="https://toughmudder.co.uk/london-south-info-pack">https://toughmudder.co.uk/london-south-info-pack</a></p> <p>Clapham: <a href="https://toughmudder.co.uk/south-london-clapham-info-pack">https://toughmudder.co.uk/south-london-clapham-info-pack</a></p> |

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| <p><b>Where do I park and how do I purchase a parking pass?</b></p>  | <p>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.</p> <p>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.</p>  |
| <p><b>As a charity participant can I join a team with my friends so that we can all receive the same start time?</b></p> | <p>Please see the link below for information on how to join/create a team.</p> <p><b>Please note:</b> Your team must be created at least 2 weeks prior to your event to guarantee the same start time.</p> <p>How to join a team: <a href="http://activesupport.force.com/usersupport/articles/en_US/Article/Create-or-Join-a-Team-after-Registering">http://activesupport.force.com/usersupport/articles/en_US/Article/Create-or-Join-a-Team-after-Registering</a></p>   |
| <p><b>How do I check-in on race day and where is the best place to meet the rest of my team?</b></p>                     | <p>The Participant Info Pack will be available online 10 days before the event. Once at the venue, you should follow signage to the main Registration/Check-in tents.</p> <p>It's often easiest to meet up with your teammates before going through the check-in tents.</p> <p>However, if your charity has a lot of supporters going to the same event, they may have a stand on site. Speak to your charity and if they are going to be attending the race weekend it may be best to go through check-in alone and meet your team at the charities stand.</p> |
| <p><b>Does TM have disabled parking?</b></p>   | <p>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 the remote nature of many venues, parking <b>may</b> be up to 750m away from the Base Area.</p>   |

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| <p><b>I have a disability. Are there facilities on site?</b></p> | <p>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, even if often 'muddy pasture'. There are always disabled toilets on site.</p>   |
| <p><b>Are dogs allowed on site?</b></p>                          | <p>Pets are discouraged from venues as is leaving them in cars in the car park. Assistance dogs are permitted at all venues.</p>  |
| <p><b>What is the minimum age at a Tough Mudder event?</b></p>   | <p>Tough Mudder allows those who are 14 or older to run at a Tough Mudder event in the UK. For applicable events, anyone who is not 14 or older at the time of the event date cannot participate, but a 13-year old participant can sign up prior to turning 14, as long as they are 14 on event day.</p> <p><b>IMPORTANT:</b> Minors age 14 to 17 can participate as long as they are running with a participating chaperone. Minors must check in with their chaperones on event day. If you are a minor or a chaperone, please click <a href="#">here</a> to read the full requirements to participate in Tough Mudder as a minor.</p> |