

**Kaiser Permanente Around the Bay Challenge  
& Kaiser Permanente San Francisco Virtual Races  
FAQ**

**Can I defer my registration?**

If you registered for the event during the first week of February (2020), you do have the option to defer your registration, free of charge, to the 2022 event. You will receive a message detailing your options with instructions on how to make your selection to defer. You must defer by October 31st.

**Can I cancel my registration and receive a refund?**

If you registered for the event during the first week of February, you do have the option to request a refund. You will receive a message detailing your options with instructions on how to select a refund. You must request your refund by October 31st.

**Can I transfer my registration?**

We do not allow registration transfers.

**Can I switch categories?**

If you'd like to switch categories, please email [contact@blisteringpace.com](mailto:contact@blisteringpace.com) for assistance.

**I am not interested in participating virtually, what are my options?**

If you registered for the event during the first week of February, you do have the option to defer to the 2022 event or request a refund. You do not have to select the virtual option. You will receive a message detailing your options with instructions on how to make your selection of how you'd like your race registration handled. You must make your selection by October 31st.

**What do I get with my registration?**

The Around the Bay Challenge registration includes the following:  
A custom BOCO Endurance Hat and X-Mask, GU and nuun product, plus additional prizes via social and virtual contests. Those logging more than 150 miles will be entered to win one of 25 GU prize packs valued at \$150 retail.

The Virtual Race registrations include the following:

A custom long-sleeve t-shirt and medal, GU product and nuun tablets, plus additional prizes via social and virtual contests. Those competing in the “Triple” Peaks Challenge will also receive nuun Endurance product.

Both events include a participant account to upload runs/results, a digital downloadable bib and finishers certificate with milestone badges, a digital toolkit with start/finish line and mile markers, as well as a virtual goody bag.

### **Am I required to submit results to receive my race packet?**

You are not, but we suggest that you do. It's lots of fun!

### **When will packets be mailed to participants?**

For the Around the Bay Challenge, participants will have the opportunity to pick up their SWAG curbside at the following Sports Basement locations/dates/times.

Dec 19 - Sunnyvale (South Bay), Dec 20 - Presidio, Jan 9 - Presidio, Jan 10 - Berkeley (East Bay), pick up would take place during the same time frame as the store is open, which is 9am to 5pm each of these days.

You are in no way obligated to pick up your items at Sports Basement if you do not feel safe doing so. We will be following all county and city health rules and will practice curbside pick up with all safety precautions taken into account. If you do not pick up your SWAG at Sports Basement, it will be mailed in late February at the conclusion of the virtual race.

For virtual race participants in the half marathon, 10K, 5K (or the “triple” peaks challenge), SWAG will be mailed in late February once the competition window has closed.

### **Where can I run?**

ANYWHERE! That's the best part about a virtual log. Please be safe while logging your virtual miles and follow the rules of the road.

### **How do I log my runs?**

Download our how to guide for working within your participant account to access all of your virtual runner tools including connecting your wearable and uploading runs. It can be found under the results section of the website.