

Can't Make It on Race Day?

All registrations are **non-refundable**. This policy is agreed to during the registration process before your registration is completed.

If you are unable to attend your registered event, you may request a **race credit before the start of your registered event**.

Race credits are based on the original registration price actually paid, minus RunSignup processing fees. Processing fees are non-refundable and are not included in the credit.

To request a transfer, email [**info@califlowruns.com**](mailto:info@califlowruns.com) before your registered event begins. CaliFlow Runs will issue a **one-time transfer code** for the eligible credit amount. The code may be used toward registration for another **eligible CaliFlow Runs event**.

Transfer codes are valid for **one transaction only** and **expire 30 days from the date of issue**. Codes have no cash value, cannot be transferred or resold, and cannot be combined with other coupon codes, promotions, multi-person discounts, bundles, or special offers.

Expired or unused transfer codes will not be extended, replaced, or reissued. Once a transfer code expires, the original registration has no remaining credit or transfer value.

A transfer does not provide free entry into another race. Your transfer code is a credit for the eligible registration amount you originally paid, minus processing fees.

If the new event or distance costs more than your credit, **you are responsible for paying the difference**. If the new registration costs less than your credit, **the remaining balance is forfeited and will not be refunded or carried forward**.

Transfer codes are valid for **one transaction only**, have no cash value, cannot be transferred or resold, and cannot be combined with other coupon codes, promotions, multi-person discounts, bundles, or special offers. Select premium, partner, specialty, or excluded events may not be eligible for race credits.

Transfer codes **must be used by the expiration date provided with the code**.

Transfer requests must be received before the start of your originally registered event. Once the event has started or taken place, the registration is considered used and **cannot be transferred, credited, refunded, or moved to another event.**

No exceptions.

Are dogs and strollers allowed?

Yes! 🐕👶

CaliFlow Runs is **dog and stroller friendly!** We love seeing the whole family out on the course.

We just ask that participants with dogs and strollers be mindful of other runners and walkers, especially at the start and in congested areas of the course.

Please keep dogs **leashed and under control at all times.**

What happens if it rains?

Simple answer: You get wet. 🌧️😄

CaliFlow Runs events are **rain or shine.** A race will not be canceled due to rain unless we are directed to cancel by the city or conditions require cancellation by the appropriate authorities.

Come prepared for the weather, lace up, and get ready to run!

What is the parking situation?

Our events are held in areas with **plenty of parking**, typically just steps away from the start and finish line.

Enter the **event address listed in the race information into your preferred maps app** to view nearby parking options. In most cases, you'll find parking just steps from the start/finish area.

Specific parking information and any applicable parking fees will also be included in your **race-day instructions** before the event.

What day and time is bib pickup?

Bib pickup is on race day near the start/finish line.

Bib pickup begins at **6:00 AM** and remains open until your race start time.

Please bring a **valid ID or your race confirmation email** to pick up your bib.

Do you have gear check?

Yes! We offer complimentary gear check near the start/finish area. Please do not leave valuables in your checked items.

Are headphones allowed?

Yes! 🎧 Headphones are allowed. We ask that you keep the volume at a level that allows you to remain aware of your surroundings, other participants, course personnel, and instructions.

Do you have water stations?

Yes! 💧 Water stations are available along the course to keep you hydrated throughout your race. Water is also available at the finish line.

What is the course time limit?

The Half Marathon course time limit is **3 hours and 30 minutes**.

Is an early start available?

Yes! Half Marathon participants who need additional time may take advantage of our **6:30 AM early start**.

Please pick up your bib at **6:00 AM** and let our staff know that you would like to start early. Staff will provide any additional instructions you need before heading out on the course.