

## Frequently Asked Questions- 2021 Gritty 5K

This year the Gritty 5K is in person at the Wells Fargo Center on November 6, 2021 AND virtually! We are excited to be able to bring our local fans together in person again, while still engaging with fans from around the world!

Please read the following questions for additional information on the 2021 Gritty 5K. Contact Flyers Charities by email: [CSCharities@comcastspectacor.com](mailto:CSCharities@comcastspectacor.com) for additional information. Please find the Virtual Gritty 5K FAQs towards the bottom. Thank you!

### In-Person Event Details:

1. What is the event schedule?
  - a. 7:00 Stretch with HEALED (This is optional, please arrive by 6:50 if you plan to attend the group stretch)
  - b. 7:10 Line up in corrals
  - c. 7:20 Opening ceremonies remarks
  - d. 7:30 Race start
  
2. Where do I park? / Is there a charge for parking?
  - a. Parking is FREE and you can park in Lot A, B or H in the Wells Fargo Center Complex. If necessary, overflow parking will be announced.
  
3. Where do I check in?
  - a. You do not need to check in. If you need assistance, Guest Services will be located on the North Access Road adjacent to Lot G.
  
4. Will restrooms be available?
  - a. Portable restrooms will be on site and bathrooms will be open in Xfinity Live!
  
5. Will there be water stations?
  - a. Yes, water/rest stations will be marked along the route.
  
6. Can I pick up my packet the day of the event?
  - a. No, packet pick up will take place from 3:00 to 8:00 p.m. on November 4. Friends and family are welcome to pick up packets for other participants. Packet shipping is also available with registration!
  
7. Is there an age limit?
  - a. All participants running or walking on the course will need to register.
  - b. All participants 17 and under are welcome to participate with a parent/legal guardian.
  - c. Children 5 and under and in a stroller do not need to be registered.
  
8. Where does that race start/end?
  - a. The start/finish line will be inside the Wells Fargo Complex adjacent to Xfinity Live!

9. Can family and friends come cheer me on?
  - a. Yes! Friends and family are welcome to cheer along the course.
  
10. How can I learn more about the charity/foundation?
  - a. Please visit [www.flyerscharities.com](http://www.flyerscharities.com) for more information and follow us on social media @FlyersCharities.
  
11. What does the money go towards?
  - a. The funds raised during the Gritty 5K benefit Flyers Charities' mission.
  
12. Are there prizes?
  - a. Each registered participant will receive a finisher's medal. Gritty-themed prizes for "Best in Fur" and other categories will also be awarded.
  
13. Can I bring my pet?
  - a. For the protection and the safety of our participants, pets are not allowed at the event.

**Registration FAQs:**

1. When does registration open?
  - a. Registration opens August 30, 2021.
  
2. Are there team sign ups or just individual?
  - a. Individual sign ups only.
  
3. Is there a course map?
  - a. A course map will be posted on the website and on Flyers Charities' social media. The course will also be clearly marked on the day of the race.
  
4. If I can no longer attend the race, can I receive a refund or transfer on my bib?
  - a. Unfortunately, refunds and transfers are not available for this event as the proceeds benefit charity.
  
5. What is included with my registration?
  - a. Included in the registration packet is:
    - i. Gritty 5K long sleeve tech shirt
    - ii. Gritty 5K medal
    - iii. Reusable bag
    - iv. Personalized bib with timing chip
  
6. What is the pricing? Is there a price increase?
  - a. Pricing starts at \$50 per person. Prices increase as we approach race day.
  
7. Is there a child entry fee? What is the age?

- a. The entry fees are the same for children and adults. Children 5 and under, (and in strollers) are free.
- 8. Do I need an account to login or register?
  - a. Yes, an account will be created upon registration on RunSignup.
- 9. What happens if I lose my bib?
  - a. Please see an event representative onsite or contact [CSCharities@comcastspectacor.com](mailto:CSCharities@comcastspectacor.com).
- 10. What if I did not get a confirmation email?
  - a. First check your SPAM folder. If you have not received the confirmation and reach out to [CSCharities@comcastspectacor.com](mailto:CSCharities@comcastspectacor.com).

### **Packet Pick Up FAQs:**

- 1. When is packet pick up?
  - a. Packet pick up will be hosted the week leading up to the race. There will be NO packet pick up options available the morning of the race. Please plan accordingly. Shipping is also available with registration.
- 2. Can I have it mailed?
  - a. Yes, just add shipping when you register, and we will ship your packet directly to you!
- 3. Can I pick up a friend's packet?
  - a. Yes, you are permitted to pick up packets for others. Please have their bib number.
- 4. What if I can't pick up my packet prior to the event? Will I be able to pick it up at the event?
  - a. There will be **no** day-of packet pick up. Please make arrangements with a friend to pick up your packet at packet pick up or have it shipped to you.

### **Running FAQs:**

- 1. Can I bring a stroller? / Do I have to pay for the stroller?
  - a. Yes, you can bring a stroller to the 5K.
  - b. There will not be a charge for the stroller, but strollers must stay to the back of the crowd.
- 2. Will the event be rescheduled due to inclement weather? How will we be contacted if the event is rescheduled/cancelled?
  - a. The event is a rain/shine event. In the event of severe inclement weather, a statement will be made on our social media channels.
- 3. What is NOT allowed on the course?
  - a. Headphones, pets, and rollerblades are not permitted.
- 4. Can family and friends come watch and cheer me on?
  - a. Yes, family and friends are welcome to attend and cheer you along the route.

5. Can I walk the 5K?
  - a. Absolutely, walking the 5K course is an option. Participants in the event should be able to complete the course by 9:30 a.m.
6. Is the course certified?
  - a. Yes, the 5K will be professionally certified.

#### Misc. FAQs:

1. We there be a gear check?
  - a. Gear check will be available in the G Lot.
2. Are you looking for sponsors for the event?
  - a. Yes! If you or your company are interested in sponsoring the Gritty 5K, please email Flyers Charities at [CSCharities@comcastspectacor.com](mailto:CSCharities@comcastspectacor.com).
3. When will I receive information about my Flyers ticket?
  - a. If you added a Flyers game ticket, selection information will be emailed to the email associated with your RunSignup account once tickets are available. Tickets cannot be resold.
4. Will I be able to purchase additional Flyers tickets when I select my game?
  - a. Yes, you can redeem one (1) ticket and will be able to buy additional tickets. Tickets cannot be resold.
5. I have questions about my future tickets. Who do I contact?
  - a. Please email [wfc-groupevents@comcastspectacor.com](mailto:wfc-groupevents@comcastspectacor.com) for all ticket related questions.

#### COVID-19 Disclosure:

We are monitoring the current city, state, and federal COVID-19 guidelines. Should the guidelines change on, or prior to race day, November 6, an email will communicate what is necessary to continue our plans to host an in-person event.

In the event we cannot host an in-person event due to COVID-19 restrictions, the event will be held virtually. No refunds will be made as registration fees benefit Flyers Charities. Thank you for your participation. We hope to see everyone at the Well Fargo Center on November 6!

#### VIRTUAL Event Details:

1. What is the 2021 Virtual Gritty 5K?
  - a. The 2021 Virtual Gritty 5K is an event where you sign up and participate by running a 5K (3.1 miles) on a course of your choosing. This could be in your neighborhood, in a park, or even on a treadmill. **Please be advised that signing up for the Virtual Gritty 5K will not grant you access to participate at the in-person Gritty 5K.**
2. When is the race?
  - a. The race is being held over a period of four days, starting Thursday, November 4, 2021 at 6:00 a.m. EST and continuing through Sunday, November 7, 2021 at 11:59 p.m. EST. The race is virtual.
3. Do I need to pay to have my gear shipped to me?
  - a. NO! Shipping is INCLUDED in your registration fee. All virtual participants will have their gear shipped with their registration. This packet will also include your medal.
4. Can I participate if I live outside of the USA?
  - a. Yes, you can register for the race if you live internationally. There will be an additional charge of \$15 for international shipping.

5. What do the funds raised from the Gritty 5K support?
  - a. The funds raised during the Gritty 5K benefit Flyers Charities' mission.
6. How can I learn more about the charity/foundation?
  - a. Please visit [www.flyerscharities.com](http://www.flyerscharities.com) for more information about Flyers Charities and our work in the community.
7. Are you looking for sponsors for the event?
  - a. Yes! If your company is interested in sponsoring the Gritty 5K, please email Flyers Charities at [CSCharities@comcastspectacor.com](mailto:CSCharities@comcastspectacor.com).

### **Virtual Registration:**

11. Do I need an account to login or register for the 2021 Virtual Gritty 5K?
  - a. Yes, an account will be created upon registration through RunSignup.
12. Are there team sign-ups or just individual?
  - a. Individual sign-ups only.
13. What is included with my registration, and how much does it cost?
  - a. The cost of registering to run the event, receive a finisher's medal, long sleeve tech shirt, and submit times and photos for awards is \$45. You can add a \$25 Mezzanine-level Philadelphia Flyers ticket for the 2021-22 NHL season onto your purchase. International shipping is an additional charge.
14. After I registered, I didn't get the confirmation email. What should I do?
  - a. Check your SPAM folder. If you still have not received the confirmation email, contact Flyers Charities at [CSCharities@comcastspectacor.com](mailto:CSCharities@comcastspectacor.com).
15. If I don't end up running or walking the 5K, can I get a refund?
  - a. There will be no refunds if you decide not to participate.

### **Gear:**

1. What kind of "swag" is available for this race?
  - a. Finisher's medal, long sleeve tech shirt, reusable bag, and finisher's medal are included with the registration fee.
2. When will I receive my gear?
  - a. Items are expected to ship three (3) weeks prior to race weekend. Please register by mid-October to get your items in time for the race! Orders are not guaranteed to arrive by the race dates.
3. When will I receive information about my Flyers ticket?
  - a. If you added a Flyers game ticket, selection information will be emailed to the email associated with your RunSignup account once tickets are available. Tickets cannot be resold.
4. Will I be able to purchase additional Flyers tickets when I select my game?
  - a. Yes, you can redeem one (1) ticket and will be able to buy additional tickets. Tickets cannot be resold.
5. I have questions about my future tickets. Who do I contact?
  - a. Please email [wfc-groupevents@comcastspectacor.com](mailto:wfc-groupevents@comcastspectacor.com) for all ticket related questions.

### **Virtual Results:**

1. How far is a 5K?
  - a. A 5K is 3.1 miles.
2. Do I have to run the 5K?
  - a. No! Run or walk the race at your own pace.
3. Can my family and friends complete the 5K with me?
  - a. Sure, make sure everyone follows general safety guidelines.
4. Do I have to use a specific app to track my run/walk?
  - a. No, you can use any exercise/fitness app with tracking capabilities to track your 3.1 miles.
5. When do I submit my results?
  - a. You can submit your results at any point between Thursday and Sunday of race weekend.
6. Do I have to submit my results?

- a. No, you are not required to submit results. You will still receive a finisher's medal if you do not submit results.
7. How do I submit my results?
  - a. Once you have completed the 5K, login to your RunSignup account. Click on "My Races" and scroll to 2020 Virtual Gritty 5K. Click the "Submit Virtual Results" button on the right-hand side to enter your time!

**Virtual Awards:**

1. Are there awards for virtual runners this year?
  - a. Yes, there will be awards. Only registered runners will be considered for awards.
2. When will awards be announced?
  - a. Awards will be announced after the closing of the 2021 Gritty 5K. Stay tuned for announcements on Flyers Charities' social media accounts.
3. How do I submit my photos for award consideration?
  - a. To be considered for an award, you must be registered for the race and tag @FlyersCharities on Instagram, Twitter or Facebook and use the hashtag #Gritty5K in your post. You can also email photos to [cscharities@comcastspectacor.com](mailto:cscharities@comcastspectacor.com). All submissions must be posted/emailed by Sunday, November 7 at 11:59 p.m. EST.