

FAQS

Will Local locations be COVID safe / is this event approved by state government?

Mother's Day Classic Local will be conducted in accordance with all COVIDSafe requirements and practices as determined by the relevant state or territory health department. A COVID Safe checklist/plan has been completed for this event to ensure the safety of all participants. COVID safe procedures for your location will be communicated to you prior to the event along with a runner/walker code of conduct, please ensure you follow these when on site at any MDC activity.

If I am attending a Local location, what do I need to do on the day?

1. Arrive at your designated Local location at your assigned Arrival Time (this is very important for COVIDSafe reasons)
2. Follow follow the current guidelines that are set by your local, state and federal government, particularly with respect to the wearing of masks. For state and federal COVID information please visit <https://www.australia.gov.au/>
3. Remember to bring your race pack and merchandise!
4. Head to the MDC flags where you'll be welcomed by the MDC team. Here you will scan the QR code and check in with our volunteers if you need to. Please make sure you follow the COVIDSafe Health Screening instructions
5. Make a donation if you can and then start your walk/run around the course!
6. Look out for MDC markers or volunteers to help you along the way.
7. Run or walk through the race ribbon
8. Support local business on your way home!

What happens if I can't attend my Local location anymore?

If you need to cancel or change, simply log in to your portal and change your preference to choose your own time and place. That way it will free up a spot for others.

What happens if I feel unwell?

On Mother's Day if you have been instructed to quarantine by the Department of Health, or if you are unwell or [experiencing any symptoms](#) of COVID-19 you won't be able to participate and must stay home. Participants also need to act in accordance with their relevant public health advice before, after and during the MDC activities.

I have changed my mind - can I get a refund?

As per the 2021 MDC Participant Terms and Conditions registration fees are non-refundable. Many of the costs and fees of running the MDC and delivering the exclusive on-line portal and race packs have already been incurred before you register (prior to the event commencing) and we are therefore unable to offer refunds for change of mind.

Where does my registration fee go?

The Mother's Day Classic raises life-saving funds through community fundraising, online fundraising, donations and registration fees. Once event and administration costs have been deducted, proceeds are donated to the National Breast Cancer Foundation (NBCF) to fund life-changing research. MDCF endeavours to keep costs low so as much as possible can be donated. A portion of your registration fee may go to the NBCF for breast cancer research but it also covers the cost of hosting the Mother's Day Classic event across the country, including but not limited to the contents and handing of participant race packs, insurance, the registration system, infrastructure, safety, risk and event management, council fees and music licences, on-line portal and website, signage, waste management and the costs of our small but dedicated team that works year round to bring the Mother's Day Classic to life. We rely on sponsorship, in-kind support and volunteers in order to help subsidise these costs so we can maximise our donation to research. To date, the Mother's Day Classic has donated \$37.95 million dollars to the NBCF.

I haven't received my race pack yet, when is it due to arrive?

If you haven't received your pack and you have been waiting over two weeks, please email administration@mothersdayclassic.com.au and the team will follow this up for you.

What do I need to do if I am running late?

We have accounted for some participants being late so just turn up as soon as you can and make sure you scan the QR code so that we can account for your arrival.

What if I want to bring a friend along on the day who hasn't registered?

If there is capacity for extra participants to be added to a particular wave on the day, they will need to register beforehand to ensure that they are accounted for in participation numbers.

How do I donate on the day?

Various locations will have 'tap and go' donation accepting donations on the day. If anyone cannot access these on Mother's Day, they can donate directly via the website <https://www.mothersdayclassic.com.au/event/mothers-day-classic-2021/donate>

I wasn't impressed with these smaller/more informal locations.

This year, the Mother's Day Classic is all about bringing local communities together in a flexible and scalable way. With so much uncertainty surrounding mass participation events in Australia, we wanted to create an experience that allowed the community to get active for breast cancer research in a more informal, community focused way. By minimising our risks and costs, we can ensure we are donating as much as possible to life-saving breast cancer research and we can't thank you enough for being a part of it! We will take your feedback on board as we plan for Mother's Day Classic 2022.

What will the Mother's Day Classic look like next year?

With uncertainty still surround events in Australia, the Mother's Day Classic Local allows the community to get active for breast cancer research in a more informal, community focused way. By minimising our risks and costs, we can ensure we are donating as much as possible to life-saving breast cancer research. We will be taking all feedback on board as we plan for Mother's Day Classic 2022!

Why don't we have timing chips this year?

Local locations are smaller in size and more informal in nature compared to traditional Mother's Day Classic mass participation events, therefore we were unable to implement timing this year. Participants are more than welcome to time their walk/run with their smart watch or mobile phone.

My team captain booked in for this wave, doesn't that mean the whole team can walk/run together?

Those who registered in the same transaction are assigned to the same location and time slot, however, this does not apply to the entire team. This is because many of our national teams or larger teams who don't want to physically participate in the same way but want to be a part of the same team. If your team want to be together on the day, you can change your start time by logging into your portal (assuming capacity).



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We will have a full list of those who have registered & paid. Do we need to mark them off? Do they need to prove payment to us?

You can check off names if you have capacity but, in most locations, this will cause a bottleneck. We rely on a trust system and just need you to ensure that everyone scans the QR code.

In previous years, we have given pre-registered participants their medallion (that was their call to action to check in).

Participants should have received a race pack in the mail. If they registered after 28th April, they may not have received it, but it is on its way. If the participant registered via an 'on the day regional registration', they will not receive a medallion or race pack due to the reduced price.

Why can't we purchase packs or merchandise on the day?

Due to COVID safety regulations, we are unable to set up stations to sell race packs or merchandise. You can purchase merchandise online and it will be delivered to you as soon as possible.

To view our full list of FAQs, visit <https://www.mothersdayclassic.com.au/faqs>