

Offer and Acceptance Policy

- If successful you will be contacted by YMCA via the email address you have provided. It is your responsibility to check Junk and Spam folders.
- If your application is successful and you are offered a place, you will have 14 days to accept and pay your £100 registration fee through the payment link provided via email.
- To accept your place, you must contact marathon@ymca.org.uk from the email address you provided within this application and state your full name, your intention to accept and confirm that you have paid the registration fee.
- If we do not hear from you and/or you have not paid the registration fee within 14 days we will assume you have rejected the offer of a place with Team YMCA.
- By accepting a place with Team YMCA runner you agree that you will not hold YMCA England & Wales or local YMCAs responsible for any injury, loss or damage sustained to yourself or your property, or to any third party or third party property, in the lead up to or on the day of the event, however caused.
- In the unfortunate event that the event is postponed or cancelled, as a Team YMCA runner you agree that this is out of control of YMCA England & Wales who will not be responsible for loss of any expenses incurred. YMCA England & Wales will do their best to accommodate you in rearranged or future London Marathons.
- By accepting a place with Team YMCA, you commit to meeting the minimum fundraising target of £1,900:
 - o *You will receive a fundraising guide shortly after you accept your place with Team YMCA. Within this you will find step by step instructions about how to set up your fundraising page on JustGiving.*
 - o *You will have 14 days from when you accept your place and pay your registration fee to set up your fundraising page, otherwise we will assume you no longer want your place.*
 - o *If you have any trouble setting up your page on JustGiving, contact the team at marathon@ymca.org.uk for support to ensure you do not lose your place.*
 - o *We encourage Team YMCA runners to raise 25% of the fundraising target by 1st January 2025 and 60% ahead of the event day, to ensure your fundraising experience is stress-free. The team at YMCA are here to support runners with fundraising and can be reached at marathon@ymca.org.uk.*

Deferral Policy

- If due to injury or other exceptional circumstances you are unable to run on the event day, you must notify us by email as soon as possible:
 1. With your reason for withdrawing from the event
 2. If you wish to withdraw your place entirely or defer your place to the following year

- If you wish to defer your place you must have raised a minimum of 25% of your fundraising target by 1st January 2025.
- We cannot defer places or amend any runner details after 7 weeks prior to the event day.

Correspondence Policy

- We will use the contact details you have provided to keep in touch with you about your place with Team YMCA and to offer you support and motivation. We will mostly contact you via email but may need to call you from time to time and your running vest will be sent to the address you have provided if you secure a place with Team YMCA.
- Once you accept a place with Team YMCA, if you receive an email from us marked 'Response Required' and we do not hear from you within 21 days we will assume you no longer want your place.

o Ensure you check your junk folder and add marathon@ymca.org.uk to your email to your 'safe senders' list to avoid emails being missed.

o If we have not heard from you after these 21 days we will email you to confirm you no longer have a place with Team YMCA.

Keeping in Touch

We are required to contact you regarding the London Marathon registration process and wish to support you throughout your time on Team YMCA upon successful application. We would also like to tell you how your support is transforming the lives of young people and to update you on our campaigns, news and fundraising activities.

You can change the way you hear from us or how often you hear from us at any time, by calling 020 7186 9518 or emailing supporterservices@ymca.org.uk. For more information, see our privacy statement www.ymca.org.uk/privacy-statement.