

# U RUN ALL ACCESS 2016

## Frequently Asked Questions



### A. About U Run All Access

1. What is U Run All Access (URAA)?

URAA is the ultimate running pass to for avid runners who are NTUC/nEbO members to enter multiple races by purchasing run credits at a one-off affordable price. U Run All Access 2016 includes 3 run credits for members to utilize and sign up for 3 races of their choice. Runners will receive their race pack entitlements for their selected races as per normal.

For more information or to proceed with registration, please click [here](#).

After successful registration and payment, you may visit the URAA credit utilization portal [here](#) to choose your race(s) and utilize your run credits.

2. Am I eligible to register for U Run All Access?

- Minimum age to register is 16 years old as at 31 December 2016.
- If you are an NTUC/nEBO member, you may sign up for U Run All Access at \$158.
- If you are not an NTUC member yet, you will enjoy an exclusive bundled package for U Run All Access + 1 year NTUC membership at \$245.
- If you are below 25 years of age and not a nEbO member yet, you will enjoy an exclusive bundled package for U Run All Access + up to 3 years\* nEbO membership at \$168.
- Singapore Police Force staff and auxillary police are not eligible to register for U Run All Access.

3. What is meant by guaranteed slots?

Race slots are guaranteed if you register for the race through [here](#) within the stated period.

4. How are the slots guaranteed?

Upon the closing of credit utilization period of respective races, participants' details will be submitted directly to the race organizers. All registered participants of their selected race will receive the race confirmation slip via email from the race organizer subsequently. Registered participants can expect to receive the race confirmation slip at least 1 week before the race pack collection period\*.

\*Delivery date of race confirmation slip is subjected to race organizer's discretion.

5. What are the races I can choose and utilize my credits for?

No.	U Run All Access Running Events 2016	Distances (km)				Date	Credit Utilisation Period <i>(Updated 4 Mar)</i>
		5	10	21	42		
1	Brooks RunHappy	5	10	21	-	17 Jan	Closed
2	Runners Convention	5.5		-	31.5	16 & 17 Jan	Closed
3	Marina Run	5	10	21	-	20 Feb	Closed
4	2XU Compression Run	-	10	21	-	3 Apr	Closed
5	NTUC Income Run 350	5	10	21	-	10 Apr	Closed
6	Sundown Marathon	-	10	21	42	28 May	Till 30 Mar
7	TRI-Factor Run	5	12	24	-	31 Jul	TBA
8	DC Justice League Run	5	-	-	-	Aug	TBA
9	Garfield Run	4	-	-	-	Sep	TBA
10	Newton Challenge	-	-	18	32	Oct	TBA
11	CSC Run By The Bay	5	10	21	-	Nov	TBA
12	Standard Chartered Marathon	-	10	21	42	Dec	TBA
Total		8	8	9	4	-	

**B. NTUC Membership**

1. What benefits do I get for signing up NTUC/nEbO membership?

For NTUC membership, kindly visit <http://www.ntuc.org.sg/wps/portal/up2/home/membership/> to find out about the benefits.

For nEbO membership, kindly visit <http://www.nebo.sg/nebo-card/privileges-and-benefits#items> to find out about the benefits.

2. How do I know if I'm an NTUC/nEbO member?

For any enquiries on NTUC membership, please call NTUC membership hotline at 6213 8008 for assistance.

For any enquiries on nEbO membership, please call nEbO mation counter at 6582 3984 for assistance.

## C. Registration for U Run All Access

1. How do I register for U Run All Access?

You can register online [here](#).

2. When is the closing date to register for U Run All Access 2016?

The closing date is 31 March 2016, or till slots are fully taken up.

3. How do I know if my registration for U Run All Access is successful?

You will receive the U Run All Access confirmation slip and confirmation email within 1 working day. Should you not receive the confirmation email by the next working day upon registration, please email [urunaa@usports.com.sg](mailto:urunaa@usports.com.sg).

4. I did not receive the U Run All Access confirmation email. What should I do?

Check your email spam/junk folder, the email sender should be from [urunaa@usports.com.sg](mailto:urunaa@usports.com.sg). If you have registered the wrong email address, kindly log in [here](#) to update your email address.

If you have forgotten your password and have trouble logging in to modify your email address, kindly email [urunaa@usports.com.sg](mailto:urunaa@usports.com.sg) for assistance.

5. I accidentally deleted my confirmation email. How can I retrieve it?

If you would like to retrieve the U Run All Access confirmation slip, please log in [here](#) to view/print confirmation slip.

Kindly email [urunaa@usports.com.sg](mailto:urunaa@usports.com.sg) to request for the confirmation email.

## D. Credit Utilisation

1. How do I utilize my credit for a race?

Kindly refer to the 'How To Utilize Credit' guide [here](#) for more details.

2. Official registration has opened online via race website. However, credit utilization has not started for the race. When can I utilize my credit for the race?

You will be notified through email once credit utilization for the race has opened. Notifications will also be posted on [U Sports Facebook](#).

3. I have registered for a race directly with the race organizer. Can I still utilize my credit and request for a refund from the race organiser?  
You may not utilize your credit for the same race as race organizers will not accept double registration. Kindly note that there will be no refund of credits after credit utilization for the race has closed.
  
4. I have utilized my credit for a race. Do I still need to register through the race event organiser's website?  
You do not need to register through the race event organiser's website. Utilisation of credits through our portal will be sufficient to confirm your slot for the selected race. Registering again at the event organiser's website will lead to a double entry.
  
5. Would I be able to utilize my credit after the credit utilization period for the race has closed?  
You will not be able to utilize the credit after credit utilization period for that race has closed. Late entries will strictly not be entertained.
  
6. Can I withdraw my credit or make changes to registration details for the race in which I have utilized my credit? (Registration details includes race category/distance, event singlet size)  
Any withdrawal of credit or change of registration details is only allowed before the credit utilization closing date. Late requests for credit refund or changes after credit utilization period has closed will not be entertained.
  
7. How would I know if I have successfully utilized my credit? How do I check my credit balance and the races in which I have utilized my credits for?  
After clicking 'Save' at the credit utilization page, your credit will be deducted according to the selected races and the credit balance will be reflected at the top of the page. Kindly visit the 'Credit Summary' page to check the races in which you have utilized your credits for.  
  
You can also refer to ['Help'](#) at the credit utilization page for more details.
  
8. When will I receive the race confirmation slip/email after utilizing my credit?  
The race confirmation slip/email will be sent by the race organizer at least 1 week before the race pack collection period\*.

\*Delivery date of race confirmation slip is subjected to race organizer's discretion.

## E. Additional Credits / Refund

1. How do I purchase additional credits?

Click on 'Purchase Credit' for additional credits.

Kindly refer to the image as shown below:

### Purchase Credits



#### Purchase Additional Credits

SGD50 per credit

Item	Quantity
CREDITS	4 ▾
	--
	1
	2
	3
	4
	5



2. How many additional credits can I purchase?

You are allowed to purchase as many credits as you wish.

3. How much does each additional credit cost?

Additional credit costs \$50 each.

4. Can I transfer my U Run All Access 2016 credits to another person or request for refund?

U Run All Access 2016 is strictly neither non-refundable nor non-transferable.

5. Can I bring forward my remaining credit from 2016 to 2017?

Any unused credits for U Run All Access 2016 will be forfeited.

## F. Others

1. If the race is cancelled or postponed will a credit be refunded to me?

There will strictly be no refund of credit.

2. Can I change or update my personal particulars?

Updating of personal particulars can be done at the credit utilization page under the 'Update Contact Details' tab.

3. Will there be any changes to the 12 listed races on the U Run All Access 2016 calendar?

In the event of unforeseen circumstances, races may be cancelled or postponed by race organizers. Additional races may also be added to the U Run All Access race calendar. All U Run All Access holders will be notified via email & [U Sports Facebook](#) should there be any changes.

4. What other benefits can I enjoy as a U Run All Access 2016 holder?

Our U Run All Access holders can look forward to:

- Exclusive Hospitality Booth at selected race(s)
- Opportunity to run and train with our [Running Interest Group](#)
- Advice from professional trainer
- Invitation to workshops
- Special perks & discount on products & races