

Frequently Asked Questions

A. About U Run All Access

What is U Run All Access (URAA)?

URAA is a running pass for avid runners to enter multiple races by purchasing run credits at a special bundled price. These run credits can be used to select races of various categories from the listed events.

Who can sign up for U Run All Access?

U Run All Access 2019 is open to all – NTUC & nEbO members enjoy a special rate of \$159.

What is the minimum age to sign up for U Run All Access?

Minimum age to register is 18 years old as at 1 January 2019.

What is the registration fee/s for U Run All Access?

Registration fees for NTUC/nEbO members: \$159

Registration fees for non NTUC members: \$189

* Do note that an additional top up of \$20 is required for selected races

How many credits are there in U Run All Access Package?

You are entitled to 3 run credits upon successful registration.

What is meant by guaranteed slots?

Race slots are guaranteed if you register for the race through U Run All Access within the stated period.

How are the slots guaranteed?

All details of package holders who registered for the respective races will be submitted to the race organizers accordingly. Registered participants will receive the race confirmation slip via email from the race organizers of their selected races 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 organizers' discretion.

B. NTUC Membership

I do not have a NTUC/nEbO membership- How do I sign up to enjoy the members' rate for U Run All Access?

You may register for the respective membership via the following link:-

NTUC: <https://www.ntuc.org.sg/wps/portal/up2/home/eserviceslanding?id=c2277849-0963-48aa-88aa-8d38f7ea3712>

nEbO: https://www.ascentis.com.sg/nebo_cso/signup/appform.aspx

Please do note that you can only register for U Run All Access 2019 under NTUC/nEbO members' rate after your membership application has been successfully process and registered under the NTUC membership department.

What other 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.

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

How do I sign up for U Run All Access?

Indicate your interest online via our U Run All Access Portal at

https://www.digitalracesolutions.com.sg/cgi-bin/registration/allaccess2019/prereg_check.cgi

Am I able to sign up for more than 3 credits?

Yes, you may purchase up to 2 additional credits at \$50 each.

Can I share my run credits with someone else?

All run credits are strictly non transferrable. Only 1 individual name will be registered under the package.

When can I start utilizing my credits?

You will be receiving a confirmation email with more information and instructions to complete the registration process.

How do I utilize my credits?

There is no fixed way to utilize the credits.

1. You may utilize all 3 (or more) credits at one login.
2. Alternatively, you may select your preferred races as and when they commence their registration.

Why am I not able to select some of the races yet?

Some of the races have yet to open their registration fields to URAA Package holders. Please do not be alarmed by this as your slots for any races will still be guaranteed.

I have utilized my credits but have yet to receive any notification email, why?

The respective event organisers do require some time to consolidate participants list after the conclusion of registration. A notification email will be sent to you closer to the race pack collection for each event accordingly.

D. Others

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

There will strictly be no refund of credits.

What other benefits can I enjoy as a U Run All Access 2019 package holder?

Our U Run All Access holders can look forward to:

Confirmed cost savings for all races

Guaranteed race slots

Special discounts by URAA partners

Be a part of our Running Interest Group

Running session every Wednesday at One Marina Boulevard & Velocity (alternate week) at 7pm

Invitation to running clinics and workshops

Stand a chance to win attractive Lucky Draw Prizes

Grand Draw Prize is tickets to Sydney Running Festival 2019

Other attractive prizes sponsored by URAA partners

Will there be a URAA Race Pack Collection?

There will a URAA Race Pack Collection happening within the 1st quarter of 2019. Exact date and venue of REPC will be updated progressively.

What will be in my race pack?

URAA package holders will receive:-

Exclusive URAA running T-shirt

More exclusive items will be released soon!

How do I include my name in the Lucky Draw contest?

Package holders who have successfully signed up anytime from 5th to 8th December will automatically receive 2 x Lucky Draw chances. Registrations received from 9 December onwards will be entitled to 1 x Lucky Draw chance.