



FAQS

WHAT ARE THE NEW DATES FOR RUNFESTRUN 2020?

Due to the current situation in the UK and beyond, we've made plans to move this year's RunFestRun to 4th-6th September 2020.

WHERE WILL RUNFESTRUN 2020 NOW BE TAKING PLACE?

Team RunFestRun have already identified three beautiful venues options, the choice of which will be announced next week as unfortunately our friends at Windsor Great Park are unable to house us later this year. Don't worry; you won't have to travel much further than planned and, as you know, we have an eye for scouting out the most beautiful places to run, camp and party.

WILL THE DATES CHANGE AGAIN?

We have been working hard to make plans for RunFestRun to still go ahead and we've chosen the new dates in September based on the best information available to us with what's developing in the world. The truth is, as with so many others, we're monitoring the situation daily as this all unfolds and will continue to do so. We will update all ticket bookers if the situation changes.

I CANNOT MAKE THE NEW DATES - WHAT ARE MY OPTIONS AND CAN I HAVE A REFUND?

We hope you'll still be joining us in September, but if you are unable to make the new dates then you have two options:

- Defer your tickets to RunFestRun 2021 (date and location TBC)
- Let us know you are unable to attend the revised dates and we will issue a refund for your tickets.

For any other of the above queries, please email tickets@runfestrun.co.uk with your reference number, details of your existing booking and your preferred action. Please bear with us; we are working hard to deal with all enquiries as quickly as we can. Also - be aware that refunds will likely be processed at the end of May.

All ticket holders will be notified by email as to the deadline for refund and ticket deferment requests.

WHEN WILL I RECEIVE CONFIRMATION THAT MY TICKETS HAVE BEEN TRANSFERRED TO THE NEW DATES?

Unless you contact us directly with the need to defer to RunFestRun 2021 or cancel your booking entirely, we will assume that you're all still coming and transfer all bookings to the new dates (and we hope you will!)

You will receive your e-tickets to print at home or download to your device as planned a week or two before the festival.

I HAVE BOOKED TRAVEL AND/OR ORGANISED NEARBY ACCOMMODATION TO WINDSOR AS WE DON'T CAMP - WILL YOU REIMBURSE ME?

We're afraid we are unable to provide any compensation for additional costs you may have incurred. We'd suggest checking with travel and accommodation companies for their policies during these circumstances.

WILL MY CCV PASSES OR PODPADS GLAMPING BOOKING BE AUTOMATICALLY CHANGED OVER?

Yes, they will. Everything you have booked in addition to your tickets will be automatically changed over to the new dates.

WILL THE MUSIC AND SPEAKER LINE-UP BE AFFECTED BY THE POSTPONEMENT?

We are working hard to confirm as many of the artists, bands and running talent as we can for our rescheduled dates and are confident that the majority of the line-up will stay intact. Make sure you are signed up to our newsletter and follow our social media channels – any updates we have will be communicated in due course via these as well as our website, so check in regularly for any updates.