

KidsCan GlowRun 2026 – Refund Policy

Thank you for joining the 2026 KidsCan GlowRun! We're so excited to have you as part of the squad! As KidsCan GlowRun is a fundraising event, tickets are generally non-refundable.

Tickets

All ticket purchases are non-refundable except where required under New Zealand consumer law.

If you can no longer attend, you may transfer your registration to another participant via your online Race Roster account. A \$5 admin and 5.5% transaction fee applies.

If you require assistance, please contact the team at glowrun@kidscan.org.nz.

Event Changes or Cancellation

The Event will proceed rain or shine unless conditions are deemed unsafe by KidsCan Charitable Trust (the Promoter). The Promoter may cancel the Event if required for operational or safety reasons, including if required by Eden Park or government-imposed restrictions or any other circumstances beyond our reasonable control.

If the Event is cancelled, you will have the option to:

- Donate your ticket cost to KidsCan, or
- Request a refund of your ticket purchase.

Participants will be notified as soon as reasonably practicable if changes are required.

KidsCan will not be responsible for any additional costs you may incur as a result of cancellation, postponement or changes to the Event (including travel or accommodation expenses).

Merchandise

All t-shirt and hoodie purchases are non-refundable.

If you have pre-purchased a t-shirt or hoodie and require a different size, we will try our best to assist with an exchange on event day, subject to availability. Size exchanges are not guaranteed.

Limited merchandise may be available to purchase at the Event, subject to available stock.

Goodie Bags

Goodie Bags are non-refundable and cannot be exchanged.

Goodie Bags and individual items contained within them must not be resold or on-sold.