

## **FREQUENTLY ASKED QUESTIONS**

### **REGISTRATION**

- 1 Q: What is the age requirement?  
A: To participate in the run, you must be 18 years old and above. Runners aged between 12 – 17 must be accompanied at all times by at least one registered adult being aged 18 years and above. (Tickets will be required for participants age 12 & above) Children age below 12 are not allowed to participate in the run.
- 2 Q: How do I register if I am under the age of 18 (between 12 – 17)?  
A: Participants below age 18 (above age 12) are required to seek parental/guardian's consent as deemed necessary by the Nu Skin Malaysia upon registration. Failing which, Nu Skin Malaysia reserves the right to refuse entry to any applicant under the age of 18.
- 2 Q: How can I register and make payment?  
A: Register & payment needs to be made at Nu Skin Kuala Lumpur & Klang Experience Centers.
- 3 Q: Can I do team/bulk registration?  
A: Yes, team/bulk registration is available for 4 pax with discounted price. However, you must have all the teammates' information available when register at Nu Skin Experience Center.

	<b>Early Bird Special [22 – 31 Jul 2019]</b>	<b>Regular [1 – 15 Aug 2019]</b>
Individual Registration	<b>RM 55.00</b> (SKU no: 86994501)	RM 65.00 (SKU no: 86183679)
Team Registration (For 4 pax)	<b>RM 196 (RM49 p/ticket)</b> (SKU no: 86994502)	RM 236 (RM59 p/ticket) (SKU no: 86994500)

- 4 Q: If I cannot make it to the run, can I get a refund or withdraw / transfer?  
A: All entries are non-transferable & non-refundable.
- 5 Q: Can my friend participate if he/ she is not a Nu Skin Brand Representative?  
A: Yes.

### **TICKETING ENQUIRY**

- 1 Q: How much is the ticket price?  
A:
 

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- 2 Q: Are tickets transferable?  
A: No. Ticket Price is non-refundable and Participant's Ticket is non-transferable as well.
- 3 Q: What if I lost my Run Ticket?  
A: No replacement ticket or any form of reimbursement will be provided. Participants MUST bring along the ticket on the event day to redeem the Runner's Pack at the finishing line.

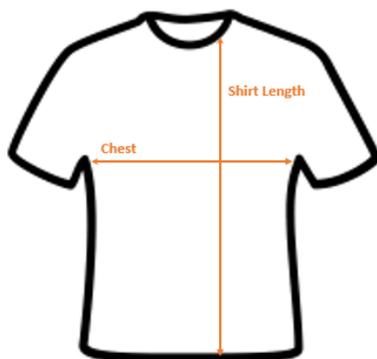
## EVENT DAY

- 1 Q: Where do I get the run routes?  
A: Run routes will be posted on the Nu Skin Malaysia Official Facebook Page.
- 2 Q: Can I rollerblade or cycle during the run day?  
A: No. To ensure the safety of all participants, using any wheel-run object during the run is not allowed. Any participants using wheel-run objects will be requested to exit the run course immediately.
- 3 Q: What happens if there is bad weather?  
A: A little rain won't stop the event! Though of course in the very unlikely situation of extreme weather conditions, and the event having to be cancelled, all participants will be informed through Nu Skin Malaysia Official Facebook Page as soon as possible. If there's an onsite cancellation the participants shall receive the published entitlements and there will be no refund of the registration fees to the participants. If the Event has to be postponed or canceled, the Ultimate ageLOC® TR90® Carnival which will be held at the Lobby, PNB Perdana (Commercial center) will still continue.
- 4 Q: Is parking provided during the run day?  
A: There are several parking spaces around the event venue. Please refer to Nu Skin Malaysia Official Facebook Page. Come early to secure your spot. We would advise all participants to be there earlier to avoid the last-minute rush. First come, first served. Don't miss out the warm-up session.
- 5 Q: Is there a baggage check-in area at the run venue?  
A: No. There is no baggage check-in area provided. Participants are advised to carry minimal essentials to the run.
- 6 Q: What if I am injured during the run or otherwise unable to finish the race?  
A: We will be having Paramedic Personnel to standby and attend to participants who are injured and / or unable to finish the run.
- 7 Q: What time does the run start?  
A: The flag off time will start at 7.00am. Please come early to find parking, prep yourself for the run and join the warm-up session starts at 6.45am.
- 8 Q: What time do we need to complete the run by?  
A: For 4.3km route, the estimated completion time is at 9.00am. Times are subject to change according to the approval granted by the respective local authorities. Updated information will be available via Nu Skin Malaysia Official Facebook Page before the event.
- 9 Q: Do we need money for the post-run Carnival?  
A: There will be food and beverages and special attendees' promotion on 22 September 2019.
- 10 Q: What do I have to wear on the event day?  
A: Participants must wear the Ultimate ageLOC® TR90® Running Tee (assigned Event's running tee), comfortable sport attire and walking/running shoes during the run.
- 11 Q: Will I allowed to enter the Flag-off area and start the run if I arrive late?

A: No. All participants must start the run on time. Those who fail to arrive at the Flag-off area at the specified times will not allowed to enter the Flag-off area. Please make sure you arrive earlier at least 30minutes before the Flag-off time.

**RUNNER'S PACK COLLECTION**

- 1 Q: Where and when can I collect my running tee?  
A: Running tee can only be collected on the specific collection days as announced. No collection of Running tee on the event day.
- 2 Q: Where and when is the Runner's Pack collection?  
A: The Run's Pack can be collected on 22 September 2019 at the finishing line.
- 3 Q: What is inside the Runner's pack?  
A: The Runner's pack comprises of 1 x limited edition SUNRIGHT Sun Stick from Nu Skin Korea (worth retail price RM107), 1 x finisher medal, 1 x Attendance Offer Voucher, 1 x ageLOC® Measuring Tape.
- 4 Q: Can I ask someone to collect the running tee on my behalf?  
A: Yes. Your representative must bring along your ticket receipt with the authorization letter duly completed and signed by you.
- 3 Q: What are the sizes of running tee?  
A: Please refer to the chart below for the size measurement. All sizes are Asian sizes and unisex cutting. Requests for change of T-shirt size are NOT allowed.



Size	Chest	Shirt Length
XS	36"	26"
S	38"	27"
M	40"	28"
L	42"	29"
XL	44"	30"
XXL	46"	31"

- 5 Q: Can I request delivery service of my running tee?  
A: All running tees must be collected at Nu Skin Kuala Lumpur & Klang Experience Centers.
- 6 Q: I lost my runner's pack and/ or running tee. Can I get a replacement?  
A: Each runner is only entitled to get one runner's pack & running tee and there will be no replacement.



- 7 Q: Can I collect my running tee and runner's pack after the event, if I did not collect it during the collection designated date/time?  
A: All runner's pack and running tee not collected during the designated periods will be forfeited.
- 8 Q: I did not bring my running tee on the event day, can I still run?  
A: You are not allowed to participate in the run on the event day, but you may still enjoy the Carnival and activities at Lobby, PNB Perdana (Commercial Center).

#### **OTHERS**

- 1 Q: Do I have to be an experienced runner to participate?  
A: No. The Ultimate ageLOC® TR90® Run is a non-competitive run. You're free to run, jog or walk along the run course.