

## **General**

### **What do I need to wear/bring?**

- Your tickets
- A signed waiver
- Photo ID

Wear comfy sports clothes that you would wear running or to the gym, and a good pair of trainers. You won't be getting muddy though, so no need to worry about bringing spare clothes or towels.

You will be outside though and knowing British weather a spare dry jumper might come in handy if it looks like rain.

### **How do I get there?**

Our venues are right in the heart of the city, so you can easily use public transport to get to the event. Information on locations and travel can be found on each of the event pages.

### **Is there parking at the venue?**

There will be no parking organised by Tough Mudder for TM5K events. There may be local parking available but it's your responsibility to find and organise parking if needed.

### **Is the event timed?**

TM5K is not a race, it is a challenge. We created this event so that people can try out awesome obstacles and enjoy the camaraderie and teamwork that is integral to Tough Mudder - not worry about their time.

And if you want to skip an obstacle? No problem, we want you to feel comfortable. There's no punishment for missing an obstacle, and you'll still get your headband and t-shirt.

### **Is there an age/height requirement?**

Tough Mudder allows those who are 14 or older on the day of the event to run at a TM5K event in the UK. Minors (under 18) must purchase their ticket along with a chaperone ticket and cannot purchase their ticket alone.

IMPORTANT: Minors age 14 to 17 can participate as long as they are running with a participating chaperone who is over the age of 18. Minors must check in with their chaperones on event day. Please [CLICK HERE](#) to read the full requirements to participate in Tough Mudder as a minor.

### **Can I run for charity?**

Yes you can. Tough Mudder in the UK supports Help for Heroes. When you register for an event, an online fundraising link is emailed to the email address provide which you can use to collect donations. For more information on supporting Help for Heroes [click here](#).

## **Tickets**

### **What is included with my registration?**

All participants get entry to Tough Mudder 5K, access to run the course, professional photos, performance finisher t-shirt, and of course the all important Tough Mudder 5K headband. Oh, and don't forget a refreshing finisher pint.

Your headband, t-shirt, and finisher drink must be claimed at the event, on the day. Tough Mudder cannot mail out items.

### **How do I register?**

You can register by going to the event page and clicking on the 'Register' button, which will take you to the page to buy your ticket. Visit our [event listing](#) to find your local TM5K event.

### **Can I buy a ticket on the day?**

If the event is not sold out then you will be able to buy a ticket on the day. Head over to the Info Desk and they will be able to help you get involved. Tickets increase in price over time, so we suggest buying early to avoid disappointment.

### **How do I set up a team?**

You don't need to book together to run as a team, but you will need to create a team online so we can make sure you're all given the same start time. This should be completed 2 weeks before the event. After you register for your event, you can follow the instructions below to create a new team free of charge:

1. Log in to your Eventbrite Account
2. Enter the email address you used to register for the event.
3. Enter your password. If you've forgotten your password, click 'Forgot Password'? An email will be sent to your email address to set your new password.
4. Click on the event you would like to manage.
5. Click the 'Join Team' button on the right hand side of the page.
6. Select 'Create a Team', enter a group name, and click 'Check Name'. If accepted, you can then create a password.
7. Then click 'Continue'
8. Verify that all of the information shown is correct and if so, click Continue Transfer. If not, click 'Start Over' to begin the transfer process again.
9. You can now see your updated registration under 'My Tickets'.

### **How do I join a team?**

Once you have registered, you can follow the instructions below to join a team:

1. Log in to your Eventbrite Account
2. Enter the email address you used to register for the event.
3. Enter your password. If you've forgotten your password, click 'Forgot Password'? An email will be sent to your email address to set your new password.
4. Once logged into your account, you will see all of your current orders.
5. Click the 'Join a team' button on the right hand side of the page.
6. Search for the team and enter the password (if applicable) and then click 'Continue'.

7. Verify that all of the information shown is correct and if so, click 'Continue Transfer'. If not, click 'Start Over' to begin the transfer process again.
8. You can now see your updated registration under 'My Tickets'.

### **Can I transfer my registration to another start wave?**

Unfortunately once start waves are allocated, it's not possible to change waves.

### **I am unable to attend the event, can I get my money back?**

Unfortunately not. We do not issue refunds, regardless of circumstance, nor do we issue partial refunds, as per company policy and the terms & conditions that are agreed to by each participant during registration.

We do however offer the ability to transfer your registration to another event if you cannot participate. Contact customer services at [support@toughmudder.com](mailto:support@toughmudder.com) to move your registration.

### **Can I transfer my registration to another person?**

Please follow these instructions to transfer your ticket to another person:

1. Log in to your Eventbrite account - [www.eventbrite.com/gettickets](http://www.eventbrite.com/gettickets)
2. Enter the email address you used to register for the race.
3. Enter your password
4. If you've forgotten your password, click **\*\*Forgot Password?\*\***
5. An email will be sent to your email address to set your new password
6. Once logged into your account, you will see all of your current orders.
7. Click on the ticket you wish to edit information on
8. On the upper right hand side of the page, click 'edit'
9. After you make your desired edits, scroll to the bottom of the page and hit 'save'.

### **Can I transfer my registration to another TM5K location?**

All participants can transfer their registration to another TM5K event. All transfers must be completed by 11:30pm local time on the Friday before event weekend. If you do not transfer your registration before then, the registration must be used for the event in which you are currently registered. No exceptions.

*Note: From January 2018 there will not be a set transfer fee, however you will have to pay any difference in cost between your original event ticket and the new event ticket (if applicable). You will not be eligible for a part refund if the new ticket is cheaper than your previous ticket.*

### **How do I edit my information on my ticket?**

1. Log in to your Eventbrite account - [www.eventbrite.com/gettickets](http://www.eventbrite.com/gettickets)
2. Enter the email address you used to register for the event.
3. Enter your password
4. If you've forgotten your password, click **\*\*Forgot Password?\*\***
5. An email will be sent to your email address to set your new password
6. Once logged into your account, you will see all of your current orders.

7. Click on the ticket you wish to edit information on
8. On the upper right hand side of the page, click 'edit'
9. After you make your desired edits, scroll to the bottom of the page and hit 'save'.

## **Event day**

### **What time does the event start?**

The first start wave will vary according to the event, but is usually 9am for Saturday events. For Up Late events the first wave is usually around 6pm. We ask you to show up 45 minutes before your official start time, which you will receive via email 1-2 weeks prior to your event.

### **Can I run with my friends/family?**

Absolutely - running as part of a team is all part of the fun. You'll need to make sure you register as a team (see how in the FAQ above) and choose the same start time to make sure you can all head out on course together.

### **Is there a limit on the size of a team?**

There's no limit to team size - bring all your friends along.

### **Can my friends/family come to spectate?**

Absolutely, spectating at TM5K is free and there will be plenty to keep your friends and family entertained. There is no need to acquire a free spectator pass - just come down.

### **When/where do I pick up my participant number?**

You'll pick up your participant bib on the day of the event at the check-in tent. Make sure you've got your photo ID handy to make sure it's a speedy process.

### **Will there be somewhere safe I can put my belongings while I run?**

There will be a bag drop facility at the event. Bag drop is for participants only and will cost £3 (payable by cash or contactless card). Proceeds from our bag drop will be donated to our charity partner Help for Heroes. Bag drop will open when registration opens on event day and will close after the last participant has completed the course and retrieved their bag.

*Note: Tough Mudder is not responsible for lost/stolen items. It's the responsibility of the participant to pick up their bag after the event. Tough Mudder will donate all bags not picked up after event weekend.*

### **When do I get my t-shirt/headband?**

You'll get your Performance finisher t-shirt and 5K headband once you've completed the course and crossed the finish line. These items must be claimed at the event, on the day. Tough Mudder cannot mail out items.

### **Can I take my phone/ camera with me?**

You can take your phone with you, but this is at your own risk. Tough Mudder cannot be held responsible for any electronic devices lost or damaged on course.

### **What ID do I need? What do I do if I don't have any photo ID?**

You will need photo ID matching the name on your ticket in order to check-in on event day. If you don't have any photo ID, you can head over to the Info Desk where they will be able to help you.

### **Will there be showers?**

There are no showers or changing facilities available on site, but you shouldn't get too muddy or wet.

### **Course**

#### **How long is the course?**

The course will be approximately 5 kilometres in length.

#### **What will the obstacles on course be like?**

Awesome. Check out the [obstacle page](#) to find out more.

#### **How many obstacles will there be?**

There will be 10+ obstacles spread out throughout the course for you to tackle.

#### **What happens if I can't do an obstacle?**

There will be plenty of Mudders on course willing to give you a helping hand to get you over all of the obstacles. But if you don't feel comfortable, you can skip any obstacle you want. You will still receive your finisher t-shirt and headband if you don't complete all of the obstacles and no one will make you do burpees.

#### **Can I skip an obstacle?**

The way we see it, you are there to have fun and get a real sense of achievement at the end. If you think a particular obstacle isn't going to do this for you, just go around it - no shame there.

#### **Will I get muddy and/or wet?**

Well we're not in the countryside anymore Toto. In fact we're in some of the coolest, city-centre venues in the country which funnily enough, we cannot dig up and fill with mud and water.

So no, our obstacles won't get you muddy or wet - but that means that you can hop on the train or bus home at the end of the day.

We are in the UK though, and although you won't find water on course it may well fall from the sky - so pack accordingly.

**Where can I find medical help?**

First aid personnel will be located at the event base. Please speak to an event official on event day if you want to know more information about where they will be located.

**Is there a time limit to complete the course?**

While there is no set time limit for completing Tough Mudder 5k, if in the interest of safety or in the circumstance that the course needs to close, you may be shown a modified route to take you to the finish. Please listen to staff and volunteers.