## **Upgrade Policy**

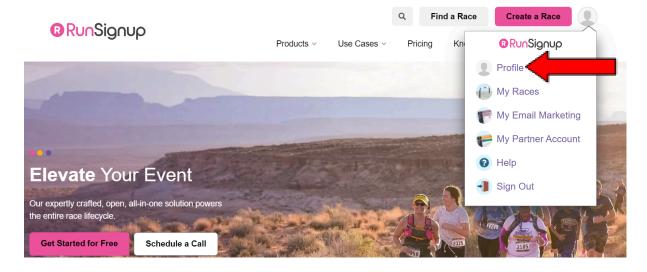
Policy: Runners who register for a Single Race are eligible to upgrade to the Full Series and pay the balance through RunSignUp. Only one Single Race registration may be applied towards an upgrade (per child). No refunds or additional credits will be issued for participants registered for multiple Single Races who choose to upgrade. Participants are advised that if they plan to do more than two races, we strongly recommend signing up for the Full Series. Please review the directions below:

## How to Upgrade From A Single Day Walk Up to Full Series Registration Guide

(HOW TO VIDEO)

To upgrade your child's registration to the full series you will need to start by logging into your <u>RunSignup account</u> that you created during the initial registration. You can reset the password if needed.

Once logged into your account, go to the icon in the top right corner and click
Profile.



- 2. Select the account with your child's name that you would like to upgrade.
  - a. Note: You may have multiple registrants under your account, so you might need to select the one you are looking to upgrade.
- 3. Once the child's name has been selected, you should be able to see the Healthy Kids Running Series race located under **Upcoming Events**.
- 4. Select **Manage Registration** within the event displayed.



You will be directed to another page with your child's registration information.On the left side of the page, select **Transfer Event** on the menu bar.

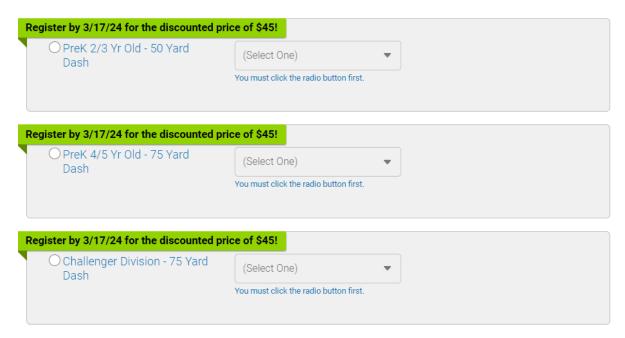


6. Click Start Transfer to get started.

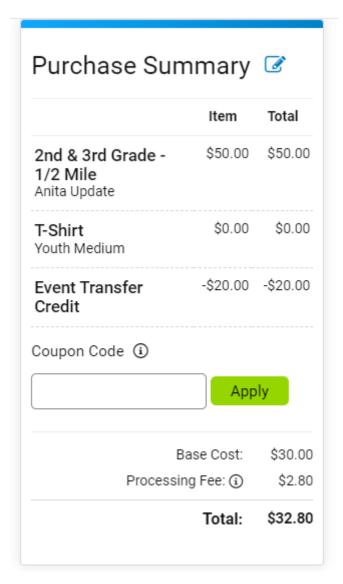


7. You will then be prompted to select an event. Select the event that matches your child's grade level or age (if in Pre-K), and scroll to the bottom and click **Continue**.

Choose Your Event \*



- 8. Next, you will go through the standard registration process. Complete the waiver, answer the questions, and click continue at the bottom of each page.
- 9. The final step will be the payment information page. You will be prompted to enter in credit card information to upgrade your registration to the full series. The fee that has already been paid towards the single day walk up will count towards your full series registration. You will only need to pay the remaining balance along with any associated processing fees.
  - a. IMPORTANT NOTE: Per the HKRS Upgrade Policy, only **ONE** single day race fee can be credited towards the upgrade option in RunSignup per child. Multiple single day race fees **CANNOT** be applied to the upgrade option, so please plan accordingly. If your child will be completing two or more races, then HKRS recommends upgrading to the full series after completing one single day walk up race as opposed to signing up for another single day race.



10. After submitting payment, your child's registration will officially be upgraded to the full series! You should receive a confirmation email in your inbox for your records.