

Our service agreement is somewhat long, since there are a LOT of services we need to cover in detail. Especially for first time race directors, it is ESSENTIAL that you read the whole thing. Also, let others on your committee that head specific assignments (promotion, registration, course determination, etc.) read it as well so they know exactly what we provide in those areas.

Below are the answers to a host of questions that we frequently get, DESPITE the fact that these issues are covered MULTIPLE times in the service agreement. Please share this with all committee members that might need such information on their specific area:

Frequently Asked Questions

(that we already answered in the Service Agreement but also good reminders for existing races)

- * We do not provide the race bibs; you should go to www.roadid.com to get reduced price generic bibs. Order at least 2-3 weeks in advance of your event. Order high; because if you run out, you can take no more entries. Bibs with bar codes on them are preferred. When affixing any labels on the tear off tag, PLEASE do not cover ANY portion of the bar code. The “do not pin” hole CAN be covered.
- * We add you to our online calendar & post your app ONLY after we have a final copy of the race app.
- * We cannot set up your online registration until we have a final or “close to final” draft of your race app. that lists your prices, the dates they change, the shirts sizes & the type of shirt you give. You MUST note on your application that online registration is on pretzelcitysports.com or no one will even go to it.
- * We do not measure or mark your course unless contracted to do so, over and above our normal fee.
- * You write your eblasts, not us, and that eblast should be “text only”; no borders, graphics, etc. Send it to us a minimum of 4-6 days before you need it to go out, as a Word document attachment; not a PDF or in the body of the email.
- * Our fee covers us arriving at your race approx 1 hour before the first timed event, with a 2 person crew.
- * We keep our rates low by using 4-6 of your volunteers (MANDATORY) to help us time the race. They MUST be at least 18. They can do other jobs earlier that day since we only need them when the race starts. We’ll teach them that day; there’s no need for them to know what they will be doing before then because it’s not that complex.
- * If you’d like a free snail mail list of runners in your area for a mailing, we need to know the zip code ranges for which you want them; i.e. 196--, 189--, etc. Do NOT say “give me a list for Lansdale”.
- * The morning of the last business day before the race, we’ll need an excel list of all entries to that point, WITH ASSIGNED BIB NUMBERS IF AT ALL POSSIBLE. The minimum we NEED is first name, last name, age and gender. We prefer that you send all the info you have on each entry; it’s easier for us to delete what we don’t need than it is chase down what we do need later.
- * When we go to post results on our site on the 1st business day after the event, races that send us a complete list of all entries before 8 AM that day get their results posted first. If a total list is not provided we will type in all the info for the “day of” entries from the tear off tags when we prepare the results for posting on the internet, so clear and un-stylized printing on the tear off tag is essential.