

2012 ING New York City Marathon Resolution

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Dear Marathon Runners:

Thank you all for your patience during the last seven weeks as we have worked through issues related to the cancellation of the 2012 ING New York City Marathon. Hurricane Sandy was a devastating event for our city, and our thoughts and prayers remain with the victims and their families as they work to rebuild their homes and lives.

We are sorry that it has taken us longer to resolve these issues than we had originally hoped. We have been working to offer the best possible solutions in order to meet the needs of the many different groups associated with the Marathon.

Our goal was to offer a range of options to each of you so that you can choose which option works best for you.

MARATHON RUNNERS

All 2012 Marathoners may choose one of the following three options:

- **Option #1 - Refund.** While NYRR has always had a no-refund policy for the Marathon, given these extraordinary circumstances, we are offering runners who were entered in the 2012 Marathon, and were unable to run due to the cancellation¹, the opportunity to obtain a full refund of their 2012 Marathon entry fee (excluding the \$11 processing fee); **OR**
- **Option #2 – Guaranteed entry to the ING New York City Marathon for 2013, 2014, or 2015.** Entrants in the 2012 Marathon who choose this option will be granted guaranteed entry to the Marathon for the year they choose. Runners will be required to pay all processing and entry fees at the time of application (in the given year), with fees maintained at the same rate as those paid in 2012; **OR**
- **Option #3 – Guaranteed entry to the NYC Half 2013.** Entrants in the 2012 Marathon who choose this option will be granted guaranteed entry to the NYC Half 2013, to be run on March 17, 2013. Runners will be required to pay all processing and entry fees at the time of application. Availability will be limited.

¹; Applies to runners entered in the 2012 Marathon who had not cancelled prior to October 24, 2012.

CHARITY RUNNERS

All runners who signed up to run the 2012 Marathon on behalf of Team for Kids or one of the official ING New York City Marathon charities and obtained their entry from NYRR will be

offered the same options. The fundraising you did in connection with the 2012 Marathon will entitle you to any of the options above. If your 2012 Marathon entry fee was paid through your charity partner, you will be contacted directly by your charity.

INTERNATIONAL TRAVEL PARTNERS

All international runners who gained entry to the 2012 Marathon as part of a travel package with an official ING New York City Marathon International Travel Partner will be contacted directly by their International Travel Partner representative to facilitate their options.

TICKET-HOLDERS FOR OTHER RACE-WEEK EVENTS

Ticket-holders for any of the following events will be offered a full refund:

- Marathon Eve Dinner
- Reserved Grandstand Seating
- Blue Line Lounge Presented by Tata Consultancy Services
- Marathon in a Motorcoach
- TrackMyRunners™ via TXT

Those of you who were entered in the cancelled 2012 NYRR Dash to the Finish Line 5K will receive a separate e-mail outlining further details.

THE OPTION SELECTION PROCESS

Individual e-mails will be sent to all runners on January 10, 2013, and information will be posted on the [Marathon website](#), providing further details and terms and conditions for the obtaining of refunds and the choosing of an option. The option selection window will open on January 11, 2013, and you will have until January 25, 2013, to choose your option, so we ask that you please act quickly once you receive the instructional e-mail, as there will be no default option.

Please choose the option that works best for you. If you have any questions prior to receiving our instructional e-mail on January 10, please do not hesitate to contact NYRR customer service at customerservice@nyrr.org.

On behalf of all of us at NYRR, thank you for your patience and support. Our commitment is to work hard over the coming year to serve our runners and community and to return the ING New York City Marathon to being our city's best day.

Yours in running,



Mary Wittenberg
President and CEO

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