



FREQUENTLY ASKED QUESTIONS

Q. Can I receive a refund or roll over my entry to next year or sell my solo or team entry to another person?

A. When you registered for the event, you clicked and agreed to the following policy.

60% of your Grizzly Ultra entry fee will be refunded or 100% rolled over to our 2025 race if the event is cancelled for ANY reason.

Entry fee is 100% non-refundable and cannot be rolled over for any other circumstances. Bib transfers are not permitted.

This policy is also highlighted at the top of the online registration form and is also clearly highlighted again in red ink on the event webpage and event guide.

When you register to race, a large percentage of your entry fee is used to pay for a very long list of company expenses and supplies. These non-refundable expenses cannot be recovered.

Refunding entry fees and accommodating bib transfers and / or rollovers has had a very significant negative impact on our resources and financial bottom line for many years. It also exposes us to liability and other administrative challenges. For these reasons we have made the tough decision to discontinue allowing refunds, bib transfers or rollovers.

There are many other very valid reasons why allowing bib transfers, refunding or rolling over entry fees does not work for the overall health of event companies. Our no-refund policy is very clearly published across our website and registration pages, we do not hide this policy in the "small print".

Q. Can we make changes to our team rosters after registration?

A. Yes, team roster updates are permitted. Team captains may substitute runners or change your team running order by emailing tony@grizzlyevents.ca Team captains are required to authorize these changes by email prior to our Sep 30 deadline.

Q. Can my friend / significant other or teammate pick up my race package for me?

A. Only team, captains and solo registrants may pick up their own race package. Photo ID must be shown at race package pick up to confirm identity. The team captain is the person who registered and paid for the relay entry. No exceptions can be made.

Q. What is the difference between the Saturday and Sunday event offerings ?

A. The two days of Grizzly Ultra Marathon racing are identical with the same schedule of events and timelines. We offer the solo and team category races on both days. In recent years our Saturday event has sold out quickly, so we simply added a second day of racing, in order to accommodate everyone who is interested in joining us.

Q. Are dogs allowed at the Nordic Centre and / or in our base camp areas?

A. Yes, friendly on leash dogs are permitted anywhere at the Canmore Nordic Centre. We welcome your furry friends 😊

Q. Can I set up my basecamp tent the night before the event?

A. Tents and all other basecamp equipment may only be set up on the day of the event starting at 5 AM. It is strictly prohibited to set up tents or any other items the night before race days. Overnight camping is no permitted.

Q. Can we set up propane, fire pits at the event in our base camp area?

A. Yes, propane fire pits are permitted but wood burning fires are not allowed.

Q. What is the purpose of the timing chip and how is it used?

A. Timing chips must be picked up on the morning of the event from 7:00am until 8:30am inside our start finish area stadium. The electronic timing chip is attached to a Velcro strap and must be attached to runner's ankle. The chip travels over a timing point in our lap chute and records the time for completion of every leg. The chip also records a final finishing time. Only one Timing chip per team is required. The chip is exchanged from one runner to the next after the completion of each leg. The timing chip can be exchanged anywhere in our stadium area or basecamp 1 or 2. The timing chip must travel across our timing point in the lap chute after each leg and must also travel across our final finish timing point after the completion of the final leg 5.

Q. Do we need to carry bear spray at the Grizzly Ultra.

A. Yes, all participants of all events staged at the Canmore Nordic Centre must carry bear spray while out on the trails.

Q. How many cans of bear spray our teams required to have on hand at the event?

A. Teams are only required to have one can of bear spray which can be exchanged from one teammate to the next after the completion of each leg.

Q. What is the minimum age for children to run in the Grizzly Ultra Marathon event?

A. Children 12 years and older may register and run unaccompanied with parental consent. Children under 12 years of age are welcome to register as team members, but must be accompanied by an adult (minimum 18 years of age) for the full duration of the leg(s) which they are running.